

### INTRODUCTION

One year after the new global greenhouse gas emission reduction agreement came into effect at COP21, United Nations Environment Programme indicated in the Emissions Gap Report that there is a huge gap between the national pledges made on carbon reduction and the actual performance, and carbon reduction actions still need to be amplified worldwide with global warming mitigation taken as an urgent mission in order to prevent disastrous climate with best endeavour.

As an international corporate citizen, Vedan International Group pays constant attention to such issue relating to climate change and supports the civil notion of environmental protection, energy conservation and carbon reduction and earth preservation with practical actions. For many years, the Group has complied with the national standards and regulations applicable to all production bases and has formulated environmental policy which includes environmental protection in daily management with all-staff education in daily operation concerning energy conservation in respect of self-initiated carbon reduction and energy efficiency enhancement while participating in ecology-care activities and proactively developing green economy with significant importance attached to comprehensive development of corporate social responsibility in hope to maximise its local corporate influence and make valuable contribution to the local environmental protection.

Vedan International Group has established the “Corporate Social Responsibility Committee” which includes the operation directors of all production bases. The committee members practically promote environmental education with combination of regional production and sales strategy and the concept of environmental protection and earth preservation and implements sustainable environment plans with regular meetings to review the achievements under the respective indicators. In this report, the Group truthfully discloses the implementation of CSR. We will implement the corporate governance policy in accordance with the laws and strive to achieve the most outstanding operating efficiency of the Group with an aim to realise mutual benefit with the environment.

### 引言

在COP21全球溫室氣體減量新協議生效一年後，聯合國環境署於「排放落差」(Emissions Gap)報告中指出，各國所承諾的減碳目標與實際行動有著極大的落差，全球仍須擴大減碳行動，將降低暖化視為急迫性的任務，盡力避免災難性氣候的到來。

味丹國際集團作為國際企業公民的一員，長期持續關注著此氣候變遷議題，且以實際行動支持環境保護、節能減碳、愛護地球的公民理念。多年來，集團遵守各生產基地適用的國家標準法規，訂定環境政策將環境保護納入常規管理，並於日常營運中推行自主減碳、提升能源效率的全員節能教育，同時也投入自然生態關懷活動、積極開發綠色經濟，極力重視企業社會責任的全面發展，期望以深耕在地的企業影響力，對在地環境保護作出具體貢獻。

味丹國際集團設立「企業社會責任委員會」，委員會成員包含各生產基地的營運主管等，委員以各區產銷策略結合環保節能愛地球的理念，具體推動環境教育，落實永續環境發展的計劃，並定期會議以檢討各項指標成效。在本報告中，集團也如實披露CSR推動現況，我們將依循法令實踐公司治理政策，在與環境共榮的目標下，創造集團最卓越的營運成效。

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

To uphold the mission of sustainable operation, corporate social responsibility of the Vedan International Group entails not only environmental protection and energy conservation education, but also maintenance of sound corporate governance and risk management, provision employees with a safe and healthy working environment where they can fully exploit their potentials, and balance of the interests of employees, customers, supply chain, investors and the overall development of the community. We undertake to make our best endeavour to constantly contribute to economic development, environmental protection for the earth and society through good and solid corporate governance.

秉持永續經營的使命，企業社會責任對味丹國際集團而言，除了關注環境保護、重視節能教育之外，也涵蓋健全的公司治理與風險管控、提供員工一個安全健康且得以充份發揮潛力的工作環境，並兼顧員工、客戶、供應鏈、投資人及社區整體發展之均衡利益，我們承諾將持續透過良好嚴謹的企業管治，回饋社會的同時，發展經濟並為地球環境保護盡最大的力量。



The Vietnam Plant (Primary Production Base) Promoted Park-like Construction in Factory Areas with Colossal Tree Plantings to Conserve the Ecology

主要生產基地- 越南廠區推行工廠公園化，大量植樹保育自然生態

This report has been prepared in compliance with the requirements of the Environmental, Social and Governance (ESG) Reporting Guide under Appendix 27 and the principles of the CG Code under Appendix 14 to the Listing Rules on the Hong Kong Stock Exchange for the purposes of general disclosure and KPIs disclosure responsibilities. The period and areas covered by this report are as follows:

本報告係依據香港聯合交易所上市規則附錄二十七所載《環境、社會及管治報告指引》及附錄十四《企業管治守則》之原則履行一般披露及關鍵績效指標披露的責任。本報告涵蓋期間及範疇如下：

Period covered 涵蓋期間	From 1 January 2017 to 31 December 2017 西元2017年1月1日至2017年12月31日
Areas covered 涵蓋範疇	The production bases in Vietnam and China and the business footholds of branches in Taiwan covered by Vedan International Group 味丹國際集團涵蓋越南、中國生產基地及台灣分公司營運據點

### 《ENVIRONMENT》

#### ENVIRONMENTAL PROTECTION

##### Policy: Care for Environment and Sustainable Operation

The Group upholds the concept of “care for environment and sustainable operation” and proactively carries out the efficiency management of water resources, carbon reduction management and waste management, while initiating energy management system and continuous management of power consumption, and adopting energy-saving electrical equipment to enhance the energy conservation performance in the offices, as well as promoting park-like construction in factory areas with colossal tree plantings to conserve the ecology.

In respect of environmental protection and energy conservation, the Group undertakes to carry out the following actions:

##### (1) Emission management – Striving to reduce discharge of wastewater, exhaust gas and waste

- Employee safety, environmental protection and resources conservation are the prime principles of all operating activities of the Group. In the ordinary course of business, the Group shall, as long as technically practicable, provide treatment for, and secure the reduction of, emission of exhaust gas, wastewater and waste, and achieve or over-achieve the provisions of the prevailing national laws of the places where its production bases are located and the requirements of internal standards.
- The Group regularly reviews the progress and effectiveness of each resources management plan every year and improves the deficiencies to ensure that there is no substantial impact on the surrounding environment in the factory areas.
- In 2017, the emission standard of each emission of the Group was in line with the requirement of environmental impact assessment for all production bases. The Vietnam plant (primary production base of the Group) reformed the concentration system in production plants in 2017 for the purpose of reducing the consumption of steam energy, resulting in a decrease of 12,339.36 ton of emission of CO<sub>2</sub>e. It also established a new denitrification processing system which effectively reduced the production of wastewater and sludge.

### 《環境》

#### 環境保護

##### 政策：愛護環境，永續經營

本集團秉持愛護環境、永續經營的理念，積極執行水資源使用效益管理、減碳管理及廢棄物管理，同時建立能源管理制度持續用電量管理，並且採用節能省電器材提升辦公室節能實績；另於廠區推行工廠公園化，大量植樹保育自然生態。

針對環保與節能，本集團承諾將力行以下具體作為：

##### (1) 排放物管理－努力減少廢水、廢氣與廢棄物之排放

- 集團一切營運活動以確保人員安全，保護環境及保育資源為首要原則。於日常營運中，於技術可行的範圍內，儘可能處理與減少廢氣、廢水及廢棄物等之排放，並符合或超越生產基地之國家現行法令規定及內部標準之要求。
- 集團每年定期稽核各項資源管理計畫之進度及效益，並就缺失進行改善，以確保廠區周遭環境負荷無顯著之影響。
- 2017年，集團各類排放物的排放標準均符合各生產基地環評規定。主要生產基地越南廠區2017年針對生產廠濃縮系統進行改造，其目的為減少蒸汽能源使用量，其成效相當於減少12,339.36公噸CO<sub>2</sub>e排放量；另外新建脫氮處理系統，有效減少廢水污泥產生量。

**ENVIRONMENTAL PROTECTION**

**Policy: Care for Environment and Sustainable Operation (continued)**

**(1) Emission management – Striving to reduce discharge of wastewater, exhaust gas and waste (continued)**

- According to the statistics, the types of emissions produced in the production process of the primary plants in 2017 and the relevant data are set out below:

**環境保護**

政策：愛護環境，永續經營（續）

**(1) 排放物管理－努力減少廢水、廢氣與廢棄物之排放（續）**

- 經統計，2017年主要廠區生產過程之排放物種類及數據分列如下：

Type of emissions	排放物種類	2017 二零一七年	Unit 單位
Total volume of wastewater discharged (m <sup>3</sup> )/product output (ton)	廢水總排放量(立方米)／產品產量(公噸)	6.35	m <sup>3</sup> /ton 立方米／公噸
Wastewater – Chemical Oxygen Demand (COD) (kg)/product output (ton)	廢水－化學需氧量(COD)(公斤)／產品產量(公噸)	9.07	kg/ton 公斤／公噸
Air emission – Sulphur oxides (SOx) (kg)/product output (ton)	空氣排放－硫氧化物(SOx)(公斤)／產品產量(公噸)	2.15	kg/ton 公斤／公噸
Air emission – nitrogen oxides (NOx) (kg)/product output (ton)	空氣排放－氮氧化物(NOx)(公斤)／產品產量(公噸)	0.11	kg/ton 公斤／公噸
Total greenhouse gas emission	溫室氣體總排放量	837,226.80	ton CO <sub>2</sub> e 公噸CO <sub>2</sub> e
Total emission intensity of greenhouse gas	溫室氣體總排放量密度	1.51	ton CO <sub>2</sub> e/ton 公噸CO <sub>2</sub> e／公噸
Total hazardous waste	有害廢棄物總量	83,788	kg公斤
Total non-hazardous waste	無害廢棄物總量	38,236,805	kg公斤
Hazardous waste intensity (kg/ton product output)	有害廢棄物密度(公斤／公噸產品產量)	0.15	kg/ton 公斤／公噸
Non-hazardous waste intensity (kg/ton product output)	無害廢棄物密度(公斤／公噸產品產量)	69.16	kg/ton 公斤／公噸

## ENVIRONMENTAL PROTECTION

### Policy: Care for Environment and Sustainable Operation (continued)

#### (2) Resources usage management – Promoting energy conservation, consumption reduction, recycle and reuse of resources

- The Group advocates and implements the 3R policy (Reduce, Reuse, Recycle) and recycles and reuses its resources to achieve the goal of reducing materials consumption and waste generation.
- The Group implements green procurement policy to procure suppliers to minimise their impacts on the environment.
- By implementing ISO 50001 Energy Management System, the Group has established an energy management system in the primary production bases and formed the “Energy Management Committee” which is responsible for the systematic management of all equipment in daily operation in order to enhance the equipment efficiency in a continuous manner. The Group has also implemented energy saving and carbon reduction plan to rationalise energy consumption and reduce energy cost.
- In 2017, the Vietnam plant (primary production base of the Group) improved the concentration system in the production process in production plants and reduced the use of steam energy while also reducing water consumption for cooling down. According to the statistics, the energy conservation rate of the concentration system in the production process in such production plant reached 72.54% and the emission of CO<sub>2</sub>e was reduced.
- The Group proactively implement the resources recycle policy which recycles the condensation produced in the concentration process of production and reuse the same in the production process. In 2017, 1.39KL of condensation can be recycled for every ton of products, representing approximately 23.5% of the water consumed in such production process.
- In 2017, the packaging materials used by the primary production bases of the Group in the production process of main products can be classified into FIBC bags, paper bags, carton boxes, plastic cylinders, etc. Towards the goal of recycling and reusing the packaging materials used for the finished products, the Company has recycled and reused the plastic cylinders used for containing maltose. According to the statistics in 2017, the recycling rate reached 82%.

## 環境保護

### 政策：愛護環境，永續經營（續）

#### (2) 資源使用管理－推動節能減耗，資源回收再利用

- 集團宣導與執行3R政策(Reduce, Reuse, Recycle)，資源回收再利用，以達成減少物質消耗減廢之目的。
- 利用綠色採購政策實施，促使供應商減低對環境造成之衝擊。
- 集團執行ISO 50001能源管理系統，在主要生產基地建立能源管理制度，並成立「能源管理委員會」，具體於日常營運有系統的管理各項設備，以持續提升設備效率，並實施節能減碳計劃，促使耗能合理化、降低能源成本等。
- 2017年集團主要生產基地越南廠針對生產廠的製程濃縮系統進行改善，降低蒸汽能源使用，同時可減少冷卻水使用量，經統計，全年此生產廠的製程濃縮系統節能率達72.54%，並減少CO<sub>2</sub>e排放量。
- 集團積極進行資源回收再利用之政策，將生產濃縮過程中所產生之冷凝水，回收回製程再使用，2017年每噸的產品可回收再使用1.39KL之冷凝水，約占該製程使用水之23.5%。
- 2017年集團主要廠區於生產主產品過程所使用包裝材料可分為太空包、紙袋、紙箱、塑膠桶等。公司朝向製成品所用之包材回收再利用的方向，目前已先進行將盛裝麥芽糖漿之塑膠桶進行回收再利用，2017年統計之回收率已達82%。

**ENVIRONMENTAL PROTECTION**

**Policy: Care for Environment and Sustainable Operation (continued)**

**(2) Resources usage management – Promoting energy conservation, consumption reduction, recycle and reuse of resources (continued)**

- The total consumption of energy used in the primary production bases in 2017 is as follows:

**環境保護**

政策：愛護環境，永續經營（續）

**(2) 資源使用管理－推動節能減耗，資源回收再利用（續）**

- 2017年主要生產基地資源使用總耗量統計如下：

Types of usage	使用種類	2017 二零一七年	Unit 單位
Indirect energy – unit consumption of electricity (total electricity consumption (kWh)/production output (ton))	間接能源－電力單位用量 (電力總用量(千瓦小時)/ 產品產量(公噸))	808.63	kWh/ton 千瓦小時/公噸
Indirect energy – unit consumption of biofuel (total biofuel consumption (kg)/production output (ton))	間接能源－生質燃料單位用量 (生質燃料總用量(公斤)/ 產品產量(公噸))	85.97	kg/ton 公斤/公噸
Direct energy – unit consumption of coal (total coal consumption (kg)/ production output (ton))	直接能源－煤炭單位用量 (煤炭總用量(公斤)/ 產品產量(公噸))	461.49	kg/ton 公斤/公噸
Total water consumption	總耗水量	7,598,055	m <sup>3</sup> 立方米
Water consumption intensity (total water consumption (m <sup>3</sup> )/ production output (ton))	耗水密度(總耗水量(立方米)/ 產品產量(公噸))	13.74	m <sup>3</sup> /ton 立方米/公噸
Total packaging materials used – FIBC bags	使用的包裝物料總量－太空包	55,722	kg 公斤
Total packaging materials used – paper bags	使用的包裝物料總量－紙袋	387,799	kg 公斤
Total packaging materials used – carton boxes	使用的包裝物料總量－紙箱	3,938,692	kg 公斤
Total packaging materials used – plastic cylinders	使用的包裝物料總量－塑膠桶	507,944	kg 公斤
Intensity of packaging materials used – FIBC bags	使用的包裝物料密度－太空包	5.23	kg/ton 公斤/公噸
Intensity of packaging materials used – paper bags	使用的包裝物料密度－紙袋	9.29	kg/ton 公斤/公噸
Intensity of packaging materials used – carton boxes	使用的包裝物料密度－紙箱	70.30	kg/ton 公斤/公噸
Intensity of packaging materials used – plastic cylinders	使用的包裝物料密度－塑膠桶	40.68	kg/ton 公斤/公噸

## ENVIRONMENTAL PROTECTION

Policy: Care for Environment and Sustainable Operation  
(continued)

### (3) Environment and natural resources management – Enhancing efficiency of energy consumption, caring for environment and protecting natural ecosystem

- In order to combat the global warming and devote our efforts against the climate change, the Vietnam plant (primary production base of the Group) obtained the ISO 50001 energy management system certificate in October 2016. We established an impeccable equipment maintenance and examination system through a high-standard certification inspection. The usage of energy consuming equipment has been gradually optimised, which facilitated reasonableness and efficiency of energy consuming equipment and reduced energy costs.
- Based on the differences of soil and changes in climate among different business footholds globally, the Group adopts environmentally friendly designs for its plants and grows a variety of appropriate and diversified plants and trees in the surroundings and at the same time promotes park-like construction in factory areas. Various animals are commonly seen in the landscaping wildlife ponds at certain business footholds. The Group aims to bring land greening, carbon reduction, biodiversity and ecosystem and environmental protection into its daily operation.
- With reference to the international environmental education regulations, the Group merges the national environmental protection concept into the employee concept through daily trainings and enhances the knowledge, skills, attitude and values of the employees in respect of environmental protection while promoting environmental protection, safety and hygiene propaganda and continuously universalising civic environmental protection education
- Since April 2017, the thermal plants of the Vietnam plant (primary production base of the Group) has planned to use non-burnt bricks equipment which recycled the clinker (fly ash and bottom ash) in electrical boilers into non-burnt bricks and building backfill materials. Being in line with the national development policy, it reused and recycled waste and used such equipment and technical skills to enhance reuse of resources, which conserved energy and reduced consumption and brought significant meanings to earth preservation. It is estimated that this equipment will commence operation at the end of 2018.

## 環境保護

政策：愛護環境，永續經營（續）

### (3) 環境及天然資源管理－提升能源使用效 率，愛護環境保護自然生態

- 為減緩全球暖化、對改善氣候變遷盡一份心力，集團主要生產基地越南廠區已於2016年10月取得ISO 50001能源管理系統之認證，透過高標準的認證稽核，建立完善的設備保養與診斷制度，逐步改善耗能設備之使用，促使設備耗能合理效率提升，降低能源成本。
- 依全球營運據點土壤及氣候變化之不同，集團廠區採友善環境設計，於廠辦周遭栽植大量合適的、多樣的植物與樹木，推行工廠公園化，部份營運據點設置之造景生態池亦常見各種生物，集團朝增加綠地減碳、生物多樣性及生態環境保護於日常中。
- 參考國際環境教育法規，集團將國民環境保護之概念融入員工觀念的日常培訓，增進員工對環境保護的知識技能、態度及價值觀，並推展各項環安衛宣導活動，持續普及公民環保教育。
- 集團主要生產基地越南廠區熱電廠於2017年4月起規劃免燒磚設備，將煤炭鍋爐之煤渣（飛灰、底灰）再製為免燒磚及建築回填物料。依照當地國家發展政策，落實廢棄物再利用，利用該設備及工藝技術增加資源化再利用，節能降耗，保護土地都具有重大的意義。此設備預計於2018年底正式運作。

**ENVIRONMENTAL PROTECTION**

**Policy: Care for Environment and Sustainable Operation (continued)**

**(3) Environment and natural resources management – Enhancing efficiency of energy consumption, caring for environment and protecting natural ecosystem (continued)**

- In 2017, the primary production bases of the Group organised a total of 37 training courses in relation to environmental safety and hygiene with 2,617 participants and the average training hours were 7.45 hours per person every year. The contents of the courses are summarised as follows:

No. 項次	Course Name 課程名稱
1	Groups 1 – 6 Training Targets about Labour Safety under National Requirements 國家要求之勞安第1 – 6組訓練對象
2	Industrial Safety Management and Practice for Foreign Workers 外籍幹部工業安全管理與實務
3	Learning ISO/OHSAS Environmental Management System, Occupational Safety and Hygiene Management System/Internal Inspector ISO/OHSAS環境管理系統、職業安全與衛生管理系統認識／內部稽核員
4	Chemical Drugs Safety Course 化學藥品安全課程
5	Waste Management and Resources Recycle Course 廢棄物管理、資源回收課程
6	Safety of Gas Welder and Electric Welder 氣焊、電焊安全
7	Operation Safety of Loading Equipment and Stacking Machine 吊卸設備、堆高機運行安全
8	Electricity Safety 用電安全
9	Operation in Dust Area 粉塵區域作業
10	Safety Training for Operation in Limited Space and Overhead Operation 安全訓練在局限空間作業及高空作業
<b>Total</b> 合計	<b>Total training hours for the year</b> 全年總訓練時數 19,491 (hours) 19,491(小時)
	<b>Total participation</b> 總參與人次 2,617 (persons) 2,617(人)
	<b>Average training hours of employees</b> 員工平均受訓時數 7.45 (hours/year) 7.45(小時／年)

**環境保護**

政策：愛護環境，永續經營（續）

**(3) 環境及天然資源管理－提升能源使用效率，愛護環境保護自然生態（續）**

- 2017年集團主要廠區共舉辦環境安全衛生相關教育訓練課程總計37場次，參加人次為2,617人，平均每人每年受訓時數為7.45小時，其課程內容概列如下：



### ENVIRONMENTAL PROTECTION

**Policy: Care for Environment and Sustainable Operation (continued)**

#### (4) Internal inspection enhancement and cycle improvement

- The Vietnam plant (primary production base of the Group) implements the Environmental Management System (ISO 14000), Occupation Health Safety Management System (OHSAS 18001) and Energy Management System (ISO 50001), and regularly reviews the progress and effectiveness of all plans every year and proactively improves the deficiencies in order to continuously improve and govern the Company with high-standard international regulations and conduct self-reflection.
- In 2017, in respect of all laws related to environmental protection as well as the air monitoring, discharge of sewage and waste disposal, the Group met the national standard of all the places where its production bases are located.
- In 2017, the external inspection and environmental examination in respect of environmental safety and hygiene and energy in the primary production bases are as follows:

No. 項次	Name 名稱	Result 結果
1	First Quarter Environmental Examination 第一季環境檢測	Qualified 合格
2	Annual External Inspection (ISO14001&OHSAS18001) 年度外部稽核(ISO14001&OHSAS18001)	Pass 通過
3	Second Quarter Environmental Examination 第二季環境檢測	Qualified 合格
4	Third Quarter Environmental Examination 第三季環境檢測	Qualified 合格
5	Annual External Inspection (ISO 50001) 年度外部稽核(ISO 50001)	Pass 通過
6	Fourth Quarter Environmental Examination 第四季環境檢測	Qualified 合格

Note: The Group's production bases in China and business footholds in Taiwan are primary engaged in sales and light industry trade. The primary production base of the Group is the Vietnam plant and therefore the environmental emission and energy data disclosed in this report mainly concern the Vietnam plant.

### 環境保護

政策：愛護環境，永續經營（續）

#### (4) 加強內部稽核與循環改善

- 集團主要生產基地越南廠區執行環境管理系統(ISO 14001)、職業安全衛生管理系統(OHSAS 18001)與能源管理系統(ISO 50001)，每年定期稽核各項計畫進度及執行成效，並積極改善缺失，持續改進以高標準國際規章管治公司並自我檢視。
- 2017年集團所有環保相關法律及檢測空氣、放流水、廢棄物等，皆符合各生產基地之國家標準。
- 2017年主要生產基地環境安全衛生及能源外部稽核與環境檢測統計如下：

備註：集團中國廠區與台灣營運據點之活動以銷售及輕貿易為主，集團之主要生產基地為越南廠，故本報告所披露之環境排放與能源數據以越南廠區之統計為主。

### 《SOCIETY》

#### EMPLOYEE PRACTICE AND BENEFIT

##### Policy: Building Corporate Harmony and Enhancing Employees' Benefits

To gain trust from the employees, the Group maintains sincere communication, proactively cares for the employees and values employees' benefits and opinions. The Group supports the international labour and human right standards and achieves the goal of "building corporate harmony and enhancing employees' benefits" through three measures, namely "full compliance with the labour laws, continuous optimisation of the safety and healthiness of the working environment and proactive implementation of employees' training and communication", which help build a sound labour-employer interrelationship and maximise the benefits of the Group and society.

The Group undertakes to earnestly implement the following employee relations policies:

##### (1) Employment principles – Fair employment conditions, compliant and reasonable remuneration

- The Group considers its employees to be its most important cooperative partners. The employment of an employee is based on the ability-oriented and fair employment principles. There is no discrimination in each division and department in terms of recruitment, employment, promotion, training and reward. Upon employment, the remuneration of an employee shall be based on an equal pay for equal work principle and there shall be no bias or discrimination against different identities such as race, religion, nationality, gender or disability in terms of appointment and promotion.
- The Group has long been complying the national labour laws of the places where its production bases are located to systematise the remuneration and report to the competent authorities of the places where the enterprises are located.

### 《社會》

#### 員工常規與福利

##### 政策：建立企業和諧、增進員工福利

本集團真誠溝通、主動關懷員工、重視員工權益與意見回應等，以獲得員工信賴，本集團支持國際勞工及人權標準，並從「確實遵守勞動法令、持續提升安全健康的工作環境、積極落實員工培訓與溝通」三方面來達成「企業和諧與增進員工福利」之目標，建立良好的勞資互動關係，為集團及社會整體創造最大的利益。

本集團承諾將力行以下員工關係政策：

##### (1) 僱傭原則－公平之聘雇條件與合規合理之報酬

- 集團視員工為最重要的合作夥伴，聘任員工以能力取向、平等任用為原則，於招募、雇用、晉升、培訓及獎勵等，各職類科別均無歧視。員工聘任後，薪酬計以同工同酬，不因其種族、宗教、國籍、性別或殘疾等身分地位之不同，而在任用與升遷上有所偏頗或歧視。
- 集團長期遵守各生產基地之國家勞動法令，確實履行薪酬制度化，並依法向企業所在地之主管機關進行申報。

**EMPLOYEE PRACTICE AND BENEFIT**

**Policy: Building Corporate Harmony and Enhancing Employees' Benefits**

**員工常規與福利**

**政策：建立企業和諧、增進員工福利**

**(1) Employment principles – Fair employment conditions, compliant and reasonable remuneration (continued)**

- In 2017, the Group had 3,781 employees in aggregate. The statistics of employee turnover rate by gender and geographic region is set out below:

The Group's primary base 集團主要基地	Male in each region 各區男員工	Female in each region 各區女員工	Total number of employees in each region 各區員工總數
The Vietnam plant 越南廠區	2,949	621	3,570
The China plant 中國廠區	126	71	197
Foothold in Taiwan 台灣據點	9	5	14

**(1) 僱傭原則 – 公平之聘僱條件與合規合理之報酬 (續)**

- 2017年集團員工總數共3,781位，以下按其性別、地區劃分人數，並統計其僱員流失比率：

The Group's primary base 集團主要基地	Total average resignation rate of male staff per month 男員工月離職率總平均	Total average resignation rate of female staff per month 女員工月離職率總平均	Total average resignation rate per month of each district 各區月離職率總平均
The Vietnam plant 越南廠區	1.38%	0.28%	1.66%
The China plant 中國廠區	1.02%	0.21%	1.23%
Foothold in Taiwan 台灣據點	0.60%	0.00%	0.60%

**(2) Employees' benefits – Enhancing benefits and good working conditions (continued)**

- The Group attaches importance to gender equality at work and has included such into the standards of the Company. It complies with the local governmental regulations. Provisions such as maternity system management measure, paternity leave and menstrual leave are clearly stipulated.
- The Group has formulated relevant regulations which provide workers based at the primary production bases in Vietnam and China with benefits, such as free food, clothing, housing, transportation, education, entertainment and training.

**(2) 員工福利 – 提升福利與良好的工作條件 (續)**

- 集團重視兩性工作平等並納入公司規範，遵守當地政府法規，明訂懷孕制度管理辦法、男性陪產假、女性生理假等規定。
- 集團制定相關規範，主要生產基地越南及中國廠區，針對長駐幹部提供免費食衣住行育樂及培訓的福利。

### EMPLOYEE PRACTICE AND BENEFIT

**Policy: Building Corporate Harmony and Enhancing Employees' Benefits (continued)**

#### (2) Employees' benefits – Enhancing benefits and good working conditions (continued)

- Employees' benefits and working hour management systems have been established for all operating areas of the Group in compliance with the local labour laws, including minimum wage, annual leave and other statutory benefits. Workers are entitled to the leaves as stipulated by the local laws.
- In 2017, in addition to the fixed monthly salary, the Group's employees can receive appropriate year-end and performance bonuses based on the department or individual performance. The Vietnam plant, the primary production base, conducts promotion assessment twice a year, in order to encourage the talents to excel themselves with a friendly management approach.

#### (3) Labour communication – Strengthening communication channels and valuing human rights

- The Group provides diversified channels for internal communication and opinion expressing which allows it to persistently understand employees' real opinions and recommendations on each aspect of the Company through diversified means such as the proposal system, suggestion boxes and employee satisfactory survey, and to make improvements based on the problems raised by the employees upon discussion.
- The Group respects the right of employees to form associations and organise unions upon their own free will in accordance with the laws, and regularly convenes labour conferences to share opinions with the labour representatives and directly respond to the queries raised by the employees. Meanwhile, it regularly organises "Employee Forum" with the labour unions which allows the labour unions to promptly reflect each problem raised by the employees and constantly follow up the execution progress of each discussion topic.

### 員工常規與福利

**政策：建立企業和諧、增進員工福利（續）**

#### (2) 員工福利－提升福利與良好的工作條件（續）

- 集團所有營運區域均建立合乎當地勞動法規的員工待遇及工時管理機制，包括最低工資、特休假及法令規定的福利，員工均依當地法令休假。
- 2017年集團員工除固定月薪外，尚可按部門或個人績效獲得適當年終及績效獎金，主要生基越南廠區且每年固定實施2次晉升評核，透過友善管理方式鼓勵人才表現。

#### (3) 勞資溝通－加強溝通管道、重視人權

- 集團提供多元的內部溝通與反映管道，持續透過提案制度、意見箱、員工滿意度調查等多元方式，了解員工對於公司各面向的真實意見與建議，並針對員工反應的問題進行討論，做為改善的依據。
- 集團尊重員工依法自由結社及組織工會的權利，每年定期召開勞動大會，與勞動代表進行意見交流，並直接答覆員工之提問。同時定期與工會共同舉辦「職場座談會議」，讓工會代表能夠即時反應員工之各項問題，並持續追蹤各項議題之執行進度。

### EMPLOYEE PRACTICE AND BENEFIT

**Policy: Building Corporate Harmony and Enhancing Employees' Benefits (continued)**

#### (3) Labour communication – Strengthening communication channels and valuing human rights (continued)

- The Group has reported its internal regulations to the competent authorities in the countries where its production bases are located. Furthermore, it has established the “Incentive and Disciplinary Committee” comprising labour unions, legal personnel and relevant competent units to deal with the matters of the reward and punishment on the internal staff of the Company in a transparent and open manner.
- The Group attaches importance to labour interests. The Vietnam plant (primary production base of the Group) has coordinated with auditing institutions BSI/SGS/INTERTEK to regularly carry out external audits and collect employees' opinions on the Company's management system, which is in line with the internationally recognised standards.

#### (4) Establishment of safe and healthy working environment – Ensuring Company's safety to maintain employees' healthiness

- Adhering to the concept of “ensuring Company's safety to maintain employees' healthiness”, the Group places significant importance on the promotion of occupational safety and hygiene. All of its policies, which are in compliance with the relevant laws applicable to the local operating area, have formed a safe working environment to its employees, clients, underwriters and relevant personnel.
- The Group offers labour insurance and health insurance applicable to the local operating area to each employee and arranges regular health check for the employees in an endeavour to look after the physical and mental health of all employees. Moreover, the Group cooperates with professional medical institutions to find out whether an employee suffers from an occupational disease based on the differences of each business division in order to safeguard the healthiness of the employees.

### 員工常規與福利

**政策：建立企業和諧、增進員工福利（續）**

#### (3) 勞資溝通－加強溝通管道、重視人權（續）

- 集團對生產基地國家權責機關申報公司內規，同時以工會、法務人員與相關單位主管為基本成員設立「獎懲委員會」，以透明公開方式處理公司內部員工之獎懲事宜。
- 集團重視勞工權益，主要生產基地越南廠區配合BSI/SGS/INTERTEK審查單位，定期實施外部稽查，訪查員工對公司管理制度之意見，符合國際標準認證。

#### (4) 建構安全與健康的工作環境－公司安全，全員健康

- 集團本著「公司安全，全員健康」的理念，對於職業安全衛生宣導特別重視，所有政策均符合營運區域當地適用的相關法令，為員工、客戶、承包商及相關人員營造安全的工作環境。
- 集團為每位員工參保符合營運區域當地適用的勞工保險或健康保險，為照顧全體員工身心健康，並定期辦理員工身體健康檢查。同時，集團也依各功能事業單位之區別，與專業衛生機構合作，調查追蹤員工有無職業病例，為員工健康把關。

### EMPLOYEE PRACTICE AND BENEFIT

**Policy: Building Corporate Harmony and Enhancing Employees' Benefits (continued)**

#### (4) Establishment of safe and healthy working environment – Ensuring Company's safety to maintain employees' healthiness (continued)

- In order to carry out the propaganda of the concept of environmental protection, safety and hygiene, in addition to organising environmental safety education programs for the management level and the employees from time to time, the Group has also merged the concept of environmental safety and hygiene into major corporate activities in order to create an impact of the combination of environmental safety education with operating activities.
- The Group regularly inspects the progress and outcome of every environmental protection, safety and hygiene plan and continuously improves those plans in accordance with the requirements. The department in charge of environmental management implements and supervises various safety and hygiene drills in the factory areas targeting at the harm of special or major equipment in the factory areas, and performs precaution inspections, such as fire safety equipment, use of chemicals and safety inspections on electrical equipment to avoid risks of potential disaster.
- In 2017, there were 11 cases of work injury in the Group's primary production bases, which resulted in a total of 3,444 lost working hours due to work injury. The Group will continuously minimise the occurrence of work safety accident every year through rigorous safety education, management system and equipment.
- The Vietnam plant (primary production base of the Group) has comprehensively acquired various management system certifications including ISO 14001, OHSAS 18001, ISO 50001, FSSC 22000, HACCP, ISO 9001 and so on. Meanwhile, it adheres to the standards of the management systems and frequently carries out inspections and guidance with continuous improvements.

### 員工常規與福利

**政策：建立企業和諧、增進員工福利（續）**

#### (4) 建構安全與健康的工作環境－公司安全，全員健康（續）

- 為落實環保、安全及衛生觀念之宣導，集團除不時舉辦對管理階層及員工之環境安全教育課程之外，另外也將企業重大活動結合環安衛理念，以收環境安全教育與營運活動結合之效。
- 集團每年定期檢測環安衛各項計劃進度及執行成效，持續改善符合規定；並由環境管理專責單位於廠區實施與督導各類環安衛演習活動，尤其針對廠區特殊或重要設備之危害，也實施預知專項查核，例如消防設備、化學品使用及電氣安全查核等，防範風險於未然。
- 2017年集團主要生產基地因工作關係而受傷的件數有11件，統計因此工傷而損失的工作時數共3,444小時。集團將透過嚴謹的安全教育、管理制度和設備等，每年持續降低工安事故發生率。
- 集團主要生產基地越南廠區，已經全面取得各項管理系統認證，包括ISO 14001、OHSAS 18001、ISO 50001、FSSC 22000、HACCP、ISO 9001等等。同時依循管理系統準則，經常執行稽查與督導，持續改進。

### EMPLOYEE PRACTICE AND BENEFIT

**Policy: Building Corporate Harmony and Enhancing Employees' Benefits (continued)**

#### (5) Development and training – Talent cultivation and establishment of learning and growing environment which employees can follow

- As the Group believes that talents are, above all, the greatest assets of the Company, we value the nurture and development of talents and provide each employee with a comprehensive educational training and promotion system to satisfy the needs of employees in different countries and regions, which allows all employees to deploy their skills and unearth their potentials.
- The Group regularly convenes meetings of the education and training committee while proactively organising professional courses and language courses based on the job requirements of each department and regularly conducting language and computer skill assessments to improve occupational skills of the employees. The Group has conducted a total four assessments of language and computer skill respectively in 2017.
- The Group formulates the “Annual Plan for Education and Training” every year. To enhance the diversification of learning, in addition to assigning employees to training institutions to participate in various education and trainings, the Group also engages professional lecturers to hold a variety of seminars in the factories from time to time and nurture its employees based on their aptitudes so as to boost their potentials and enhance their work passions and at the same time raise their sense of belonging to the Company.
- Based on the global operating strategy of the Group, it continues to cultivate talents for its future senior management and strategically nurtures employees possessing high potentials with emphasis on specific trainings to heighten the professionalism and regularly updates on their promotion and development to ensure the instantaneity and integrity of its talent reserve in a bid to satisfy the needs for the long-term business growth of the Group and enhance the core competitiveness of the organisation.

### 員工常規與福利

**政策：建立企業和諧、增進員工福利（續）**

#### (5) 發展與培訓－人才培育，建立員工可遵循的學習成長環境

- 集團深信人才是公司最大的資產，我們重視人才的培育與發展，依年度計劃提供完整的教育訓練及晉升制度給每位員工，以滿足不同國家及地區員工之各種需求，使每位員工得以充分發揮所長並開發潛力。
- 集團定期召開教育訓練委員會會議，同時主動依據各單位工作需求，開辦專業課程及語文課程，並定期舉辦語文檢定及電腦技能檢定，以提升員工職場技能。2017年集團共舉辦語文及電腦檢定各四次。
- 集團每年設定「教育訓練年度計劃」，為強化多元學習，除員工外派至訓練機構接受各項教育訓練外，集團也定期外聘專業講師不定期進廠舉辦各類專題講座，因材施教培訓員工，激發其潛力，使員工對工作更加熱忱，也增進員工對公司的認同感。
- 因應集團全球營運策略，持續培育未來高階管理人才，集團有計劃地養成高潛力員工，注重其個別學習培訓，提升其專業素質，並定期追蹤其晉升與發展，確保人才儲備即時且完整，以符合集團未來長期事業成長需要，提升組織核心競爭力。

### EMPLOYEE PRACTICE AND BENEFIT

**Policy: Building Corporate Harmony and Enhancing Employees' Benefits (continued)**

#### (5) Development and training – Talent cultivation and establishment of learning and growing environment which employees can follow (continued)

- In 2017, the Group organised a total of 52,301 hours of education and training courses with the average training hours of approximately 14.65 hours per person every year. In 2017, total hours of middle and high management personnel of the Group taking occupational training courses were 8,890.5 hours (middle management officers) and 3,823.5 hours (senior management officers), respectively.

#### (6) Labour standards – Ensuring compliance with labour and safety laws

- The Group strives to comply with all labour laws applicable to the operating areas and achieve the goal of “establishing a safe and healthy working environment” by three aspects, namely “ensuring the compliance with labour laws, constantly reviewing the development plans and prohibiting the violation of human rights”.
- The Group adheres to the principle of employment freedom and refuses to hire forced labour and child labour. All employment shall be based on the employees' own free will and imposition of mandatory measures on employees in violation of laws or human rights of employees is prohibited.
- The Group accepts inspections on its labour safety and hygiene system carried out by government authorities or external independent inspection units to ensure all operating activities are in compliance with the local government decree and international standards.

### 員工常規與福利

政策：建立企業和諧、增進員工福利（續）

#### (5) 發展與培訓－人才培育，建立員工可遵循的學習成長環境（續）

- 2017年，集團舉辦的教育訓練課程總時數52,301小時，平均每人每年訓練時數約14.65小時。2017年集團中、高階管理層接受在職培訓課程的人時總數分別為8,890.5小時（中階主管）及3,823.5小時（高階主管）。

#### (6) 勞工準則－確實遵守勞動與安全法令

- 集團致力遵守所有營運區域當地適用的勞動法令，透過「確實遵守勞動法令、持續檢討發展方案、嚴禁管理違反人權」之三個面向來達成「建構安全健康之工作環境」的目標。
- 集團遵守就業自由，拒絕雇用被迫的員工及童工，所有工作應當是出自於員工自願，並禁止對於員工實施不合法令或違反員工人權之強制措施。
- 集團接受政府單位或外部獨立審查單位，進行勞動安全衛生制度之稽查，以使各項經營活動均能符合當地政府法令及國際標準。



### EMPLOYEE PRACTICE AND BENEFIT

**Policy: Building Corporate Harmony and Enhancing Employees' Benefits (continued)**

#### (6) Labour standards – Ensuring compliance with labour and safety laws (continued)

- The Group has an internal legal affairs department which is not only responsible for revising the internal regulations and systems of the Company in accordance with the decrees issued by the government, but also for educating the employees to understand and comply with the labour laws through its education and training system.

#### (7) Continuous review on development plans in pursuit of a better safety and health management system

- The fundamental obligation of the Group is to provide its employees a safe and healthy working environment. A specialised department for the management of environmental safety and hygiene has been established within the Group which is responsible for supervising the management system for environmental protection, safety and hygiene, formulating all safety and hygiene management regulations, regularly reviewing the improvement recommendations put forward by all units, examining the abnormal safety and hygiene incidents and analysing the causes thereof, and suggesting feasible improvement proposals or refined engineering designs to the Group in an endeavour to assist the Group to continuously heighten the management standards.
- Annual targets of the safety and hygiene management have been set in each factory areas of the Group in accordance with the local regulations. The occurrences of abnormal safety and hygiene incidents have been effectively reduced through an implementation of safety and hygiene inspections, safety and hygiene education and trainings and regular inspections on working environment in order to maximise the working efficiency of the employees in a safe and healthy environment.
- In addition to the respective safety and hygiene inspection of each unit of the Group, the internal inspection department also regularly reviews the management of every environmental protection and safety operation and the relevant operating environment to ensure the implementation management systems such as ISO 14001, OHSAS 18001, ISO 50001, FSSC 22000, HACCP, ISO 9001, etc.

### 員工常規與福利

**政策：建立企業和諧、增進員工福利（續）**

#### (6) 勞工準則－確實遵守勞動與安全法令（續）

- 集團內部設立法務專責單位，除依據政府公告之法令修正公司內部規章制度外，更透過教育訓練系統，教育員工了解並遵守勞動法令。

#### (7) 持續檢討發展方案，追求更完善之安全與健康管理制

- 集團營運最基本的義務是提供員工安全健康的工作環境，集團內部設有環境安全衛生專責管理部門，負責環安衛管理系統之督導並建立各項安全衛生管理規範，同時定期審查各單位提出之改善建議，針對安衛異常事故進行檢討、分析原因，並提出集團可行之改善方案或工程改良設計，協助集團持續提升管理水平。
- 集團各廠區依據當地法規訂定安衛管理年度目標，各單位透過安衛查核、安衛教育訓練及定期作業環境檢查等實際作為，有效降低安衛異常事故發生率，讓員工在安全健康的環境中，發揮最大的工作效率。
- 除集團各單位自主安衛檢查之外，內部稽核單位也定期對廠區之各項環安作業管制及有關作業環境進行稽核，以確保ISO 14001、OHSAS 18001、ISO 50001、FSSC 22000、HACCP、ISO 9001等等管理系統的落實執行。

### SUPPLY CHAIN MANAGEMENT

#### Policy: Strengthening Green Procurement and Maintaining Mutual Growth with Suppliers

Under the primary condition of stable quality and honesty in the process of determining the suppliers, the Group selects its suppliers across the globe as if deciding a long-term cooperation partner. Under the gradual surge of green energy awareness across the globe, the Group also wishes to promote the relevant environmental protection concepts or practices to the upstream suppliers through its supply chain management strategy of green products and encourage the suppliers to actively cooperate and participate in the environmental protection movement with its influence as a local enterprise in hope to establish a green supply chain in the food industry with its suppliers and improve the performance of the Group and its suppliers in terms of social and environmental responsibility.

The raw material suppliers of the Group include manufacturers and distributors. Engineering constructions are undertaken by engineering contractors of construction and machinery. The Group adopts standardised procurement model which not only includes comparison of quality, cost, service, technology and delivery, but also includes linked management for the information of suppliers to ensure the integrity of the long-term information storage and flexibly updates the changes in procurement demands so as to reduce procurement risks.

The cooperation agreements between the Group and its suppliers or contractors firstly requires the suppliers to faithfully carry out every transaction in accordance with the contracts and not to damage the interests and image of the Group. No suppliers shall engage in transfer of personal benefits or involve in loans, leases and investments for any non-business purposes with employees of the Group or their families, relatives and friends. Meanwhile, the Group also takes into account of appeals lodged by the suppliers against the employees of the Group who may have breached the procurement rules, and carries out investigations to safeguard the interests of the suppliers in a bid to build a harmonious trading relationship between both parties and establish an open, fair and just procurement management mechanism.

### 供應鏈管理

#### 政策：強化綠色採購，持續與供應商共同成長

本集團以選擇長期合作夥伴的角度檢視全球各地供應商，品質穩定與誠信正直是我們擇定供應商的主要條件。而在全球綠能意識逐漸高漲下，集團也希望透過綠色產品供應鏈的管理策略，將相關的環保觀念或作法推廣至上游供應商，以在地企業影響力，鼓勵供應商主動配合參與環保作為，集團期盼未來與供應商共同建立食品產業綠色供應鍊，提升集團與供應商在社會和環境責任上的表現。

本集團的原物料供應商有生產製造商及代理經銷商等，工程建造則由營建、機械等工程承攬商負責。集團採用標準化之採購交易模式，除針對品質、成本、服務、技術及交貨狀況進行評比之外，也將供應商資訊作串聯管理，確保長期備料完善、採購需求異動靈活更新，以降低採購風險。

本集團與供應商或承攬商的合作協議，首先要求供應商必須依合約忠實地執行各項買賣交易行為，不得損害本集團之利益與形象。供應商也不得對本集團員工個人或親友進行私人的利益輸送，或是任何非依公務上指定之借貸、租賃及投資等；同時，本集團也接受供應商申訴違反採購紀律的集團員工，並確實調查案情，以使供應商之權益獲得保障，建構雙方和諧之買賣關係，達成公開、公平、公正之採購管理機制。

## SUPPLY CHAIN MANAGEMENT

### Policy: Strengthening Green Procurement and Maintaining Mutual Growth with Suppliers (continued)

We undertake to implement the following supply chain management policies with considerable efforts:

#### (1) Regular supplier assessment mechanism for purpose of improving management system of both parties

- The Group has established a system for inspection upon delivery, regular inspection and assessment, and explicitly has required the suppliers to cooperate with the Group's investigation in the factories based on the "Suppliers' Annual External Assessment Program". The top priority is to guide the supplier to improve the deficiencies found in the inspection and assessment. After notifying suppliers the items which require improvement, regular investigation shall be continued and gradings will be given in order to improve the management system of both parties and ensure its business relationships with quality suppliers. In 2017, the Group fairly completed the annual supplier assessment as scheduled and organised two key supplier interactive communication meetings.
- The procurements of new raw materials or newly added suppliers of the Group are all subject to the examination and qualification judgement based on the "Assessment Form for New Supplier" in order to ensure the standards of the Group's procurement management.

## 供應鏈管理

### 政策：強化綠色採購，持續與供應商共同成長（續）

我們承諾將力行以下供應鏈管理政策：

#### (1) 定期進行供應商評核機制，以提升雙方管理制度

- 集團建立交貨驗收、定期稽核及評價制度，依據「年度供應商外部評核計劃」確實要求供應商配合集團的進廠訪查，稽查評核之缺失項目以輔導供應商改善為第一優先，通知供應商改善項目，並持續定期訪查，評列等級，以提升雙方管理制度，並確保與優良供應商往來。2017年集團已依計劃確實完成供應商年度評核；並舉辦二次重點供應商互動溝通會議。
- 集團對於新的原物料採購或新增的供應商，均需依據「新供應商評估表」據以審查、判定合格後才得以進行採購作業，確保符合集團採購管理規範。

### SUPPLY CHAIN MANAGEMENT

**Policy: Strengthening Green Procurement and Maintaining Mutual Growth with Suppliers (continued)**

#### (2) Continuous promotion and encouragement to suppliers for implementation of their own management systems

- In order to carry out safety management for suppliers and prevent constructional safety incidents, the Group not only continuously reminds and informs contractors the relevant safety management requirements, but also conducts on-site supervision over the operation safety of the manufacturers and procures them to implement their own management to prevent safety hazard to workers or damage to the environment arising from improper operation.
- The Group also requires engineering contractors to comply with and undertake to abide by all requirements under the “Management Measures for Safety and Hygiene of Contractors” and the policies and requirements under ISO 14001 and OHSAS 18001 of the Group and concurrently requires contractors to assign safety management personnel and engineering supervisors to the construction sites to confirm the safety before, during and after the construction in order to ensure the operation safety and environmental hygiene. In 2017, the Group has organised two education programmes concerning safety and hygiene management for the contractors and continuously heightened the critical measures and requirements.

### 供應鏈管理

**政策：強化綠色採購，持續與供應商共同成長（續）**

#### (2) 持續宣導及鼓勵供應商落實自主管理制度

- 為落實承攬商安全管理事宜，防止施工安全事故的發生，集團除持續提醒及告知承攬商相關安全管理規定外，並於現場督導廠商作業安全，促其落實自主管理，避免因作業不當而產生人員安全或環境的危害。
- 集團並規定工程承包廠商必須遵守及切結「承包商安全衛生管理辦法」之各項規範，遵守集團ISO 14001及OHSAS 18001之政策規定，同時要求於施工區域派遣安全管理人員及工程監工人員，進行施工前、中、後之安全確認，以確保工作安全及環境衛生。2017年集團已對承包商進行二次安全衛生管理宣導，持續加強重要措施與要求。

### SUPPLY CHAIN MANAGEMENT

#### Policy: Strengthening Green Procurement and Maintaining Mutual Growth with Suppliers (continued)

#### (3) Continuously maintain the proportion of green procurement

- In principle, if the suppliers in the country of the Group's business footholds or the neighbouring countries share the advantages in delivery time with the same favourable conditions in terms of quality, service and price, priority would be given to the local raw material suppliers and contractors in order to reduce the carbon emission in the process of transportation and jointly achieve green efficiency.
- In addition to continuously facilitating the replacement of old and high-consumption equipment with new models through plans on manufacturing process improvement or special projects, the Group also regularly participates in various exhibitions of innovative technology and new energy conservation equipment in hope to continue to manufacture with relatively high-efficiency equipment, reduce energy consumption per unit, reduce the cost of electricity used for operation, thereby implement energy management and enhance the competitiveness of the Group in the industry.
- The Group advocates green procurement policy and gradually carry out the environmental protection concept of "low pollution, recyclability and resources conservation". We support ecologically friendly products and green energy, and give priority to recyclable, degradable, reusable and recoverable products in response to the international environmental protection standards. In compliance with the local environmental protection regulations, we encourage suppliers to actively develop green products so as to minimise the damage to the environment. All in all, we make a contribution to take the eco-friendly pledge for all mankind.
- In 2017, the Group's primary production bases continuously increased the proportion of green procurement to meet the carbon reduction target. Accomplishments, in particular, included: (a) continuous increase in proportion of procurement at production places with great effort, (b) completion of two annual procurement projects of energy-efficient equipment, (c) continuous adoption of biofuel of 52,106 tons/year and (d) achievement of the procurement target of 100% electrical appliances with energy efficiency label.

### 供應鏈管理

#### 政策：強化綠色採購，持續與供應商共同成長（續）

#### (3) 持續維持綠色採購比重

- 原則上，集團營運據點所在地或鄰國之供應商具有交期優勢，在品質、服務及價格合宜的相同條件下，我們優先選擇當地原物料採購及承包商，以減少貨物運輸過程的碳排量，共同達成綠色效益。
- 集團除持續透過製程改善或專案計劃，促進老舊之高耗能設備汰舊換新外，並定期參與各項創新技術、節能新設備展覽會，以期持續以相對高效能設備進行生產，降低單位產品能耗，節約營運電力成本落實能源管理，也提升集團產業競爭力。
- 集團提倡綠色採購政策，逐步落實「低污染、可回收、省資源」之環保理念，我們支持具備親善環境的產品及綠色能源，優先選擇易回收、易拆解、再生使用率及回收利用率高的產品，響應各國環保標章；在符合當地環保法規的情形下，鼓勵供應商積極開發綠色產品，減輕對地球環境的破壞，為人類環保事業盡一份心力。
- 2017年集團主要生產基地持續增加綠色採購比重，達成減碳目標，具體做為有：(a)持續努力增加在地產地採購比重(b)完成年度高效能設備採購專案二件(c)使用生質燃料52,106噸／年(d)完成電器節能標章產品100%採購目標。

### PRODUCT RESPONSIBILITY

#### Policy: Comprehensive Quality Management to Live Up to Customers' Satisfaction

Continuous pursuit of high quality is the core objective of the Group's corporate culture. Over the years, we have been enhancing the planning and implementation of quality improvement of our products and persisting to exceed customers' expectations with supreme quality.

Through a consolidation of three aspects, namely quality control, production technology and management system, the Group strictly complies with the highest standard of "Comprehensive Quality Management" to carry out quality control, enhance productivity and pursue a production process with lower cost and higher efficiency so as to achieve a more promising operating performance of the Group.

We undertake to implement the following product responsibility policies with considerable efforts:

#### (1) In compliance with national quality and safety regulations

- As product is the core competitiveness of an enterprise, the primary production bases of the Group have established GMP+ Feed Safety Assurance, ISO 17025, HACCP, ISO 9001 and FSSC 22000 food safety management systems and enforce them on relevant food production aspects to enhance its competitiveness and satisfy customers' requirements on quality and the requirements of food safety standards.
- The Group ensures the quality of every product it produced is in compliance with all requirements of relevant local laws applicable to the operating areas.
- In 2017, the Group has fully implemented the monthly review of the validity period of various intellectual property rights in a bid to ensure the due completion of registration procedure for renewal before expiration and prevent trademarks being counterfeited.
- The shipment of each batch of the products is subject to a random inspection conducted by the Group. The fail rate of the Group's product in the random inspection in 2017 was approximately 0.15%; the Group will continue to enhance the system for the traceability of source management.
- The Group performed a product recall drill in 2017 for every main product (MSG, seasoning products, modified starch, maltose and feed products).

### 產品責任

#### 政策：全員品管，顧客滿意

持續追求高品質是本集團企業文化的核心目標，多年來我們不斷強化集團對於品質提升的規劃與執行，堅持以卓越的品質超越客戶的期待。

集團透過品質管制、生產技術與管理系統三方的整合，嚴守以「全員品管」的最高標準執行品質管控、提升生產力、追求成本更精簡及效率更高的製程，進而創造集團更優越的經營績效。

我們承諾將力行以下產品責任政策：

#### (1) 符合國家品質與安全規範

- 產品是企業的核心競爭力，集團主要生產基地已建立GMP+ Feed Safety Assurance、ISO 17025、HACCP、ISO 9001、FSSC 22000食品安全管理系統，並實施於各相關食品製造的範圍，以提高競爭能力，達到客戶的品質及食品安全標準要求。
- 集團確認所生產之各項產品品質，均符合所有營運區域適用的當地相關法令規定。
- 2017年集團已確實達成每月定期檢討各項智慧財產權效期，以確保於到期前確實完成更新登記作業，避免商標遭到仿冒。
- 集團針對每批次產品進行抽檢，達標方可出貨，2017年集團產品抽檢不合格率約0.15%；未來集團將持續強化源頭管理可溯性的制度。
- 集團於2017年對主要產品（味精、風味調味料、變性澱粉、麥芽糖漿、飼料），各進行一次產品回收程序標準演習。

### PRODUCT RESPONSIBILITY

#### Policy: Comprehensive Quality Management to Live Up to Customers' Satisfaction (continued)

#### (2) Preservation of customers' interests and consolidation of customer relations

- As the Group weighs its customer relation management system, it has established feasible and effective customer communication channels to understand the needs and questions of customers. The Group has established the "operating procedures for toll-free customer service hotline". Through the toll-free customer hotline, the Group ascertains the procedures and scope of customer service operation and matters which require customers' cooperation in order to ensure customers' interests as well as to safeguard the interests of the distributors and agents.
- Addressing customers' opinions and feedbacks and the quality issues, each business unit has formulated standard operating procedures in compliance with the local laws, according to which it promptly provides proper responses, makes reports and puts forward solutions through the communication channels specified in the official website of the Group and sales personnel to achieve the goal of customer satisfaction.
- In 2017, the Group has received 11 customer feedbacks in total. The general management office has appointed a designated person to arrange the response to customers' feedback and the response rate was 100%.
- Addressing customers' data protection and privacy management, the Group carried out 6 internal inspections in 2017 to ensure that the management measures are duly implemented by every department.
- The distribution partners around the world are important market vanguards of the Group which help the Group to deliver its brand value to the potential customers at every corner of the world. The Group organises distribution partner meetings or product launching events from time to time to share the analysis on the overall market trend and its marketing strategies in order to assure customers' satisfaction and establish a long-term and stable market operating foundation for the Group.

### 產品責任

#### 政策：全員品管，顧客滿意（續）

#### (2) 保障客戶權益，鞏固客戶關係

- 集團重視客戶關係管理系統，已建立可行、有效的客戶溝通管道，了解客戶的需求及問題。集團設立「客戶免付費專線服務作業流程」，通過客戶免付費專線，確認服務客戶作業流程範圍及相關客戶需配合事項，以確保客戶權益，也包含經銷商及代理商之權益保障。
- 針對客戶的意見回饋或品質問題，各事業單位也依據當地法令訂定標準作業流程，透過集團官網指定的連絡管道以及業務人員，即時給予妥善的回應並按流程通報與處理，達到客戶滿意的目標。
- 2017年集團共接獲11件顧客反應，由總經理室責成專人統籌回覆客戶意見，並且達成100%回覆率。
- 針對消費者資料保障及隱私管理，集團於2017年完成6次內部稽查，確保管理辦法確實為各部門所執行。
- 遍佈全球的經銷通路夥伴是集團重要的市場先鋒，協助集團將企業品牌價值傳達給世界各角落的潛在客戶。集團不時舉辦經銷通路夥伴會面活動或產品發佈會，分享整體市場趨勢與行銷策略，以確保顧客滿意，建立集團長期穩健的市場經營基礎。

### ANTI-CORRUPTION AND PREVENTIVE MEASURES

#### Policy: Upholding Integrity and Formulating Standards

The Group highly values operation in good faith. It has established a designated inspection unit, in addition to the establishment of a transparent and open communication platform. The Group requires its employees to comply with the regulations of integrity and also reinforces the propaganda on a regular basis to prevent corruption and fraud.

The Group requires all employees to abide by the prevailing government regulations in each operating area and the internal regulations of the Company in an endeavour to procure employees to safeguard the Group's reputation with the highest moral standard. For the implementation of the Group's anti-corruption policy, penalty shall be imposed on inappropriate conducts in accordance with the relevant regulations of the Company, while local legal proceedings shall be instituted on a serious breach.

The Group shall implement the following policies with considerable efforts to enforce the regulations of integrity on employees:

#### (1) Continuous propaganda of integrity

The Group requires every employee internally, and reminds all customers, suppliers and all third parties involved in business transactions externally not to obtain commercial benefits directly or indirectly through malfeasance or bribery. It has also established standard operation procedure systems for business, procurement and finance departments to prevent employees from abusing their power for personal gains which would result in conflict of interests.

#### (2) Establishment of transparent and open communication platform

Integrity is a major criterion of the Group's assessment on its employees and employees who reported corrupt conducts shall not result in any implication to their salaries and promotion prospects or be subject to other unfavourable penalties. There is a feedback channel which allows all employees to report corrupt conducts to the management directly through diversified means, where the whistle blower shall be protected by the Group's system. No employee in the Group was subject to legal proceedings regarding corrupt conduct in 2017.

### 反貪污防治

#### 政策：落實誠信行為與規範

本集團重視誠信經營，除建立透明公開的溝通平台外，集團內部並設立專責之稽查單位查核，平時也加強宣導與要求員工落實誠信之規範，以防貪污與舞弊。

集團要求所有員工遵守各營運區域當地現行有效之政府法規和公司內規，期許員工以最高道德標準共同維護集團聲譽，如查有不當行為，除依公司相關規定予以懲處外，重大情節並依當地法律程序處理，以落實集團期望之反貪政策。

集團對員工之誠信規範將力行以下政策：

#### (1) 持續宣導誠信行為

集團對內要求每位員工、對外提示所有客戶、供應商及所有涉及商業行為之第三方，集團禁止以直接或間接之任何貪瀆或賄賂方式獲取商業利益，並且在業務、採購、財務部門內建立標準作業流程系統，以避免員工利用職務之便，導致任何利益衝突之情事。

#### (2) 建立透明公開溝通平台

集團對於員工之誠信列為重要考核項目，且不因員工舉報貪污行為而影響員工之待遇、升遷或受到其他不利之處分。集團設有意見反映管道，所有員工均可直接透過多元的管道，向管理階層舉報貪污案件，檢舉人並受到集團制度之保護。2017年集團並無僱員貪污訴訟案件。



### COMMUNITY DEVELOPMENT AND PUBLIC WELFARE

#### Policy: Facilitating Social Development and Willing to be Corporate Volunteer

The Group provides special care to the relatively underprivileged minority in society and gives long-term and appropriate support and positive encouragement. With a thankful heart, the Group is willing to be a cheerful corporate volunteer and communicate with the community benevolently so as to requite the public for the support to the Company.

Through internal coordination and planning of the public relations department, the Group has been devoting itself to public welfare activities, such as providing international medical support, taking care of the impoverished families, promoting environmental protection and energy conservation education and sponsoring outstanding poor students for a long period of time in hope for encouraging more enthusiasts to carry out charitable work and radiating warmth to every corner in need through our modest contribution and increased participation. Vietnam Red Cross awarded the “Red Cross Outstanding Contribution of Business Enterprise Award” to a Vietnamese company under the Group for multiple times, indicating that the Company’s active participation in the public welfare has obtained recognition by international charity and aid organisation.

The followings set forth a summary of the Group’s social operation and participation in public welfare:

#### (1) Continuous international medical support

Given that international human care has always been the benevolent activity which the Group pays attention to, other than sponsoring the “Agent Orange Victim Fund” and the “Child Protection Fund”, the Vietnam plant (primary production base of the Group) has cooperated with the Government of Dong Nai Province, Taichung Veterans General Hospital, Taiwan and Huei-Kong Social Welfare Foundation for six consecutive years to carry out international medical support activities which benefitted nearly ten thousand people. In 2017, the Group fully implemented the plan under the “Medical Cooperation Memorandum” entered into by the government, universities and companies, which supports medical personnel in Vietnam to go to Taiwan for a half-year international medical exchange in order to achieve the goal of expanding local medical services and cultivating outstanding medical professionals.

### 社區經營與慈善公益

#### 政策：促進社會發展、樂為企業志工

本集團對於社會結構中相對弱勢的族群特別關懷，長期給予適當的扶助與正向的鼓勵。集團抱持感恩的心，樂於做一員快樂的企業志工，用愛心與社會各界溝通，回饋大眾對公司的支持。

集團透過內部專責公共關係部門的統籌與規劃，長期以來持續投入國際醫療援助、關懷貧戶、推廣環境能源教育及協助清寒優秀學子等公益活動，我們希望以自己棉薄的奉獻，擴大社會參與，號召更多愛心人士攜手行善，將溫情傳送至社會需要的角落。越南紅十字會也多次頒發「紅十字會事業傑出成績貢獻獎」予集團越南公司，顯見公司積極參與慈善活動已獲得國際慈善救援組織的肯定。

以下分享集團於社區經營與慈善公益的概況：

#### (1) 持續進行國際醫療援助活動

國際人道關懷一直是本集團關注的愛心活動，除贊助「橙黃劑受害者基金會」和「兒童保護基金會」之外，主要生產基地越南廠區已連續六年與同奈省府、台灣台中榮民總醫院及惠康基金會合作國際慈善醫療活動，義診服務受惠民眾已近上萬人次；2017年集團確實執行官學產三方簽訂的「醫療合作備忘錄」計劃，協助越方醫事人員至台灣進行為期半年的國際醫事交流，達成擴大在地醫療服務、培育優秀醫護人員的目標。

### COMMUNITY DEVELOPMENT AND PUBLIC WELFARE

Policy: Facilitating Social Development and Willing to be Corporate Volunteer (continued)

#### (2) Encouragement to employees to participate in social welfare activities

The Group always encourages its employees to participate in all kinds of public welfare activities and several directors of the Group and their families have set an example by working as long-term volunteers of medical institutions and hospice centres in an endeavour to motivate more employees to unite their power through personal actions and serve the public with contribution to society.

#### (3) Continuous charity and public welfare activities

To demonstrate the spirit of fraternity and help impoverished families, the Group adheres to the concept of gaining healthy lives through flavourful and delicious food and organises various activities such as “Spreading Warmth at the End of the Year”, “Gratitude Fund”, “Building Warm-Hearted House” and “Poverty Fund” every year to provide the most appropriate support to the needy.

#### (4) Facilitation environmental protection and energy conservation education

In order to enhance the awareness of the importance of energy and climate change issues among all people, the Group cooperated with the local government and international organisations every year to promote the concept of forest conservation by organising different activities such as “Green Sunday”, “Tree Planting”, “Environmental Protection Drawing Competition” and “Classification of Household Waste”, and sponsor a variety of environmental protection funds in an endeavour to facilitate environmental protection, forest conservation, forest expansion and improve the ecological environment.

### 社區經營與慈善公益

政策：促進社會發展、樂為企業志工（續）

#### (2) 鼓勵員工參與社會公益活動

集團向來鼓勵員工自主參與各類公益活動，集團多位董事及其家人更是躬身力行，長期擔任醫療機構、安寧照護機構的志工，期望由己身做起，帶動更多員工力量集結，服務人群回饋社會。

#### (3) 持續進行慈善公益活動

為了發揮相親相愛精神、協助環境困難的家庭，本著濃郁美味食品帶來健康生活的理念，集團每年舉辦「歲末送溫暖」、「知恩圖報基金」、「建設溫情屋」、「為貧窮基金」等多項活動，為弱勢民眾提供最適當的協助。

#### (4) 推動環境能源教育

為提高民眾體認能源及氣候變遷議題的重要，集團每年配合當地政府單位及國際組織宣導愛林護林的意識，舉辦各種「綠色週日」、「植樹」、「環保畫圖比賽」、「生活垃圾分類」活動，並且贊助各類環保基金，為綠化促進、愛林護林擴大大森林資源及改善生態環境而努力。



International Medical Support  
國際醫療援助活動



Building Warm-Hearted House  
建設溫情屋



Tree Planting  
植樹活動

**COMMUNITY DEVELOPMENT AND PUBLIC WELFARE**

**Policy: Facilitating Social Development and Willing to be Corporate Volunteer (continued)**

**(5) Continuous promotion study encouragement**

In order to incentivise impoverished students, the Group not only entered into the “Industry-University Collaboration Memorandum” with numerous higher education institutions, but also regularly carried out study encouragement in accordance with the local government policies and gave scholarships and donations for construction of schools in a bid to provide better education to outstanding students in order to encourage students to study hard.



Donations for Construction of Schools and Encouragement to Students  
捐資興學鼓勵學子

**社區經營與慈善公益**

**政策：促進社會發展·樂為企業志工（續）**

**(5) 持續推展勸學活動**

為獎勵清寒學子，集團除與多所高等教育學校簽定「產學合作備忘錄」之外，也定期配合當地政府政策進行勸學教育，頒發獎助學金及捐資興學，以協助優秀學子接受更良好的教育，鼓勵學子持續奮發向學。



Cooking Event on the Women’s Day  
三八婦女節烹飪活動

**(6) Generation of a centripetal force towards society by culture education**

The cultivation strategy of the Group is to rapidly and fully integrate into local culture where it operates. As such, the Group provides various recreational activities and supports the relevant activities of local governments, such as celebrating local festivals, participating in the International Women’s Day, commending senior employees, establishing party organisations and organising activities in a bid to enhance a sense of belonging of the employees to the local culture and earn recognition of the Company from society.



The Company’s Inter-plant Football Championship  
公司廠際盃足球賽

**(6) 以文化教育凝聚社會向心力**

深耕在地是集團的發展策略，為使集團更快速地完全融入營運區域當地文化，集團提供各種文娛活動以及配合當地政府的相關活動，例如：在地文化日慶典、三八婦女節活動、資深員工表揚活動、成立黨組織、黨部活動等，加強全球員工對在地文化的歸屬感，同時也凝聚社區對公司的認同感。

### PROSPECTS

“Care for environment and sustainable operation” is the operational mission of the Group and also a commitment and fundamental responsibility of us as an international corporate citizen to the environment and society. In process of the preparation of the disclosure in this report, we have reviewed the actual actions taken by the Group in a new perspective for implementing the three sustainability measures, namely sustainable environment, public welfare and sound corporate governance, and found that certain items still require continuous improvement. In the future, the Group will formulate better development solutions which integrate the operating procedures and will continuously strive for excellence, facilitate social development and benefit the environment as a whole.

With reference to the relevant regulations and international standards, the Group will continue to review the hindrances and risks to be involved in the future corporate governance, social development and environmental protection. It will also formulate mid-to-long-term improvement strategies and action plans as soon as possible with effective communication with the stakeholders of the Group, including employees, customers, suppliers, investors and the community, that enable them to understand and support every practical action taken by the Group for the environmental, social and governance in order to face the trend of the macro-environment and challenges together in a prudent manner and seek the best way for coexistence and mutual prosperity.

The Group believes that the fulfilment of social responsibility is the critical driving force for the sustainable growth of enterprises in the 21st century. In the future, we will continue to integrate the core competence of biotechnology with social responsibility, nurture talents for the greening field and develop green economy. The Group not only expects to have a significant influence on the food industry, but also hopes to arouse the awareness of climate change among global citizens in an endeavour to contribute to the sustainable development of the environment of the earth and create a better home together.

### 展望

「愛護環境、永續經營」是本集團的經營使命，也是身為世界企業公民對環境與社會的承諾和基本責任。我們透過披露本報告的過程，重新檢視集團對於實踐永續環境、維護社會公益及健全企業管治三個永續面的實際作為，我們發現有部份項目仍有待持續改善，未來集團將建立更完備且結合營運流程的發展方案，努力持續追求企業卓越經營、促進社會發展並創造環境的共好。

本集團將參考相關法規及國際標準，持續檢討集團未來在企業治理、社會發展與環境保護所將面臨的難題與風險，儘早規劃中長期改善策略及行動方案，並有效溝通於集團之利害關係人包括員工、客戶、供應商、投資人及社區，使之了解並支持集團在環境、社會及管治的各項作為，共同謹慎面對大環境的趨勢與挑戰，尋求共存共榮的最佳模式。

集團相信善盡社會責任，將是企業在廿一世紀永續成長的關鍵助力。未來，我們將持續運用生物技術核心能力與社會責任結合，培育綠色領域人才，發展綠色經濟，集團期望不僅在食品產業擁有重要的影響力，更希望喚起全球公民對氣候變化的警覺，共同為地球環境永續發展盡力，開創美好家園。