



日照港裕廊股份有限公司

Rizhao Port Jurong Co., Ltd.

(A joint stock company incorporated in the People's Republic of China with limited liability)
(於中華人民共和國註冊成立的股份有限公司)
Stock Code 股份代號: 6117



2020

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

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編製依據

日照港裕廊股份有限公司2020年環境、社會及管治報告(以下簡稱「本報告」「ESG報告»)是日照港裕廊股份有限公司(以下簡稱「裕廊公司」「本公司」「公司」或「我們」)按照香港聯合交易所有限公司(「香港聯交所」)主板證券上市規則所載之附錄二十七《環境、社會及管治報告指引》(「ESG報告指引」)撰寫。本報告涵蓋的內容已符合「ESG報告指引」中「不遵守就解釋」的披露要求。我們於報告最後提供索引表以便讀者查閱。

本報告綜合考慮了本公司利益相關方關注重點與公司業務特點，旨在使利益相關方及其他讀者了解本公司ESG政策、舉措及表現，促進各利益相關方與本公司進行更充分的溝通與了解。

報告時間

除另有說明外，本報告涵蓋期間為2020年1月1日至12月31日(「報告期」)。

資料來源

本報告的資料和案例主要來源於公司統計報告、相關文檔及內部溝通文件。本公司承諾本報告不存在任何虛假記載、誤導性陳述，並對其內容真實性、準確性和完整性負責。

報告獲取及反饋

本報告提供繁體中文版本和英文版本供讀者閱讀，報告電子版可在香港聯交所網站(www.hkexnews.hk)及本公司官方網站(www.rzportjurong.com)獲取。如中英文版本有不一致陳述，請以繁體中文版本為準。

我們重視利益相關方的意見，並歡迎讀者通過以下聯絡方式與我們聯繫。您的意見將協助我們進一步提升環境、社會及管治表現。

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References for Preparation

Rizhao Port Jurong Co., Ltd. (“Jurong”, the “Company”, the “Corporation”, “we”) 2020 Environmental, Social and Governance Report (hereinafter referred to as “the Report”, “ESG Report”) is prepared in compliance with the disclosure requirements of the Environmental, Social and Governance Reporting Guide (the ESG Reporting Guide) set out in Appendix 27 to The Listing Rules (Main Board) of The Stock Exchange of Hong Kong Limited (the “HKEX”). The Report has complied with the “comply or explain” provisions in the ESG Reporting Guide. An ESG index table is also provided at the end of the Report for ease of reference to readers.

The Report fully takes into consideration of our stakeholders’ views and the Company’s business characteristics with aims to help stakeholders and other readers to understand the Company’s ESG policies, measures and performance, and to enhance comprehensive communication and understanding between various stakeholders and the Company.

Reporting Period

Unless otherwise stated, the Report covers the period from 1 January 2020 to 31 December 2020 (“the reporting period”).

Source of Information

The source of information and cases of this report is mainly derived from the Company’s statistical reports, relevant documents and internal communication documents. The Company undertakes that there is no false record and misleading statement in this report, and assumes responsibilities to the authenticity, accuracy and completeness of the information in this report.

Access and Response to the Report

This report is published in traditional Chinese and English and its electronic version is available on the website of the Hong Kong Stock Exchange (www.hkexnews.hk) under the category of “Financial Statements/ESG Information” of the Company or the website of the Company (www.rzportjurong.com). In case of any inconsistent statement between traditional Chinese and English version, the traditional Chinese version shall prevail.

We attach great importance to stakeholders’ opinions and welcome readers to contact us through the channel below. Your comments will help us to further enhance our ESG performance.

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關於本公司

ABOUT RIZHAO PORT JURONG CO., LTD.

日照港裕廊股份有限公司是日照港集團與新加坡裕廊海港於2011年3月17日組建的中外合資有限公司。公司主要運營4個泊位及租出4個泊位，總設計年吞吐量18.1百萬噸。

公司位於日照港石臼港區，地理位置優越，地處山東半島南翼黃海之濱，享有優質的自然條件及發達的聯運網絡。日照港是天然深水良港，氣候溫和，全年不凍不淤，水域開闊，海牀平坦。我們的泊位天然水深介乎8.0至15.2米，可停靠當前世界上最大的散糧運輸船。我們亦是中國唯一與兩條超1,000公里鐵路線（即瓦日線及新荷兗日-隴海線）直接相連的港口。

我們擁有完備且先進的港口基礎設施及卓越的運營效率。公司碼頭配備高度自動化的輸送帶及管道系統，配套建有業界領先的糧食筒倉倉容，可提供裝卸、泊位租賃、港務管理、堆存及物流代理服務等港口相關服務。

近年來，公司獲得多項社會認可和相關獎項，包括「中國港口科技進步一等獎」「全國交通運輸行業誠信企業」「全國交通運輸行業質量管理小組活動優秀企業」「山東省企業設備管理先進單位」「日照市口岸港航系統安全生產先進單位」「日照市園林式居住區(單位)」等。2020年8月，憑藉我們在履行企業社會責任方面的突出表現，本公司榮登「2020年金蜜蜂企業社會責任·中國榜」。

Rizhao Port Jurong Co., Ltd. was established as a sino-foreign equity joint venture company on March 17, 2011 by Rizhao Port Group Co., Ltd. and Jurong Port Pte Ltd. The Company primarily operates four berths and leases out four berths, with a total designed annual throughput capacity of 18.1 million tons.

Located at the Shijiu port area of the Port of Rizhao, the southern coast of the Shandong Peninsula opening to the Yellow Sea, the Company enjoys favourable natural conditions and a well-connected transportation network. The Port of Rizhao is a natural deep water port that owns a temperate climate, ice-free and silt-free conditions, open water as well as a flat seabed. Our berths have a natural water depth ranging from 8.0 to 15.2 meters, enabling us to handle the largest bulk grain vessels in the world. We are also the only port in China connecting two major rail lines of over 1,000 kilometers, namely, the Wa-Ri Rail Line (瓦日線) and the Xin-He-Yan-Ri-Longhai Rail Line (新荷兗日-隴海線).

Applying comprehensive and advanced port infrastructure, we operate with high efficiency. Our ports are equipped with highly automated and efficient conveyor belt and pipeline systems, industry-leading grain storage, which can provide comprehensive port-related services such as loading and unloading, berth leasing, port management, storage and logistics services.

In recent years, we have received numerous awards, including the “First Place in China Port Technology Development”, “National Transportation and Logistics Reputable Enterprise”, “National Transportation and Logistics Quality Management Outstanding Enterprise”, “Leading Enterprise of Equipment Management in Shandong Province”, “Leading Enterprise of Port and Shipping Safety Production of Rizhao City” and “Garden residential area (company) in Rizhao city”. With our outstanding performance in fulfilling corporate social responsibility, in August 2020, the Company was listed in the “2020 Golden Bee CSR China List”.



落實聯合國可持續發展目標

SDGS IMPLEMENTATION

可持續發展目標



SUSTAINABLE DEVELOPMENT GOALS



聯合國在2015年正式通過《改變我們的世界－2030年可持續發展議程》，提出17項可持續發展目標(SDGs)，旨在從2015年到2030年之間在全球範圍內消除貧困、饑餓、不平等、氣候變化等問題。本公司結合自身業務運營特點，積極回應聯合國可持續發展目標(SDGs)，努力承擔企業公民責任。

In 2015, the United Nations formally adopted the “Change Our World-2030 Agenda for Sustainable Development” and proposed 17 Sustainable Development Goals (SDGs), aiming to eliminate poverty, hunger, inequality, climate change and other issues globally from 2015 to 2030. Based on the characteristics of its own business operations, the Company actively responds to the United Nations Sustainable Development Goals (SDGs) and strives to assume corporate citizenship responsibilities.

關鍵ESG議題

Key ESG Issues

對應SDGs

Corresponding SDGs

實踐與績效

Practice and Performance

公司治理
Corporate Governance



- 廉潔運營，營造清風正氣，公司榮獲「全國交通運輸行業誠信企業」
- Operating with integrity and creating a clean and upright atmosphere, the company won the “National Transportation and Logistics Reputable Enterprise”
- 員工廉潔教育覆蓋率100%
- 100% staff integrity education coverage rate.
- 重視科技創新，探索智慧港口
- Devote to technological innovation and explore smart ports.
- 公司設有安全委員會，負責整體監督、審查和管理安全事宜。
- Set up a safety committee which is responsible for overall supervision, review and management of safety matters.
- 注重設備管理，公司獲得「全國交通運輸行業質量管理小組活動優秀企業」「山東省企業設備管理先進單位」「日照市口岸港航系統安全生產先進單位」。
- Focus on equipment management, the Company has been awarded “National Transportation and Logistics Quality Management Outstanding Enterprise”, “Leading Enterprise of Equipment Management in Shandong Province” and “Leading Enterprise of Port and Shipping Safety Production of Rizhao City”.

關鍵ESG議題
Key ESG Issues

對應SDGs
Corresponding SDGs

實踐與績效
Practice and Performance

環境管理
Environment Management



- 公司設立環境保護領導小組，全面管理公司環保工作。
- The Company has established an environmental protection leading group to comprehensively manage its environmental protection work.
- 業務發展與環境保護相融合，努力建設綠色港口，榮獲「日照市園林式居住區(單位)」
- We have combined business development with environmental protection, striving to build a green port and won the “Garden residential area (company) in Rizhao city”
- 嚴格落實環境影響評價工作，不斷提升環境監測能力
- Strictly implement environmental impact assessment work and continuously improve environmental monitoring capabilities.
- 持續優化港區照明系統，積極踐行節能減排
- Continue to optimize the lighting system in the port area and actively practice energy conservation and emission reduction
- 逐步升級除塵設備，有效控制粉塵等污染物
- Gradually upgrade dust removal equipment to effectively control dust and other pollutants.

員工關懷
Staff Care



- 加強安全管理，保障員工職業健康
- Strengthen safety management to protect employees' occupational health.
- 提升員工福利待遇，重視員工成長發展
- Improve employee benefits and focus on employee growth and development
- 持續完善民主管理制度，保障員工民主權利
- Continue to improve the democratic management system and protect the democratic rights of employees.
- 員工體檢覆蓋率100%
- 100% staff medical examination coverage rate.
- 制定科學的工時管理制度，保證員工工作、生活平衡
- Develop a scientific management system for working hours to ensure that employees have a balance between work and life.
- 搭建全方位人才培訓及晉升體系
- Build a comprehensive talent training and promotion system.
- 注重員工人文關懷，開展豐富文體活動
- Focus on the humanistic care of employees and carry out rich cultural and sports activities

關鍵ESG議題
Key ESG Issues

產品質量及客戶服務
Product quality and customer service

對應SDGs
Corresponding SDGs



實踐與績效
Practice and Performance

- 推進港口服務供給側結構性改革，定制全程物流服務
- Promote structural reform on the supply side of port services and customize full logistics services
- 成立散糧、木薯乾突擊小組，提升服務效率
- Set up an emergency commando for distribution of grains and dried tapioca improve service efficiency.
- 提升貨物接卸效率，建立「無人化」智慧港口
- Improve the efficiency of cargo receiving and unloading, and establish a “unmanned” “smart port”
- 公司設立24小時監督投訴受理電話和意見箱，及時處理客戶投訴。
- Set up a 24-hour supervised complaint acceptance telephone and suggestion box to handle customer complaints in a timely manner.
- 客戶投訴結案率：100%
- 100% customer complaint settlement rate:
- 制定服務質量管理制度，建立標準化客戶服務流程，保障客戶服務質量
- We have developed a service quality management system and established a standardized customer service process, ensuring customer service quality
- 提升服務質量與效率，設立六項服務承諾，滿足客戶需求
- Set up six service commitments to meet customer needs and improve service quality and efficiency

關鍵ESG議題
Key ESG Issues

供應商管理
Supplier Management

對應SDGs
Corresponding
SDGs



實踐與績效
Practice and Performance

- 公司招投標業務全流程線上化，有效提高採購效率
- The entire process of the company's bidding business is online, effectively improving procurement efficiency.
- 嚴格審核供應商資料，防範採購過程中的貪污受賄風險
- Strictly review supplier information to prevent corruption and bribery risks in the procurement process.
- 建立完善的供應商日常管理、定期評價和年度審核機制
- Establish a complete supplier daily management, regular evaluation and annual review mechanism.
- 加強合作交流，促進產業共進
- Strengthen cooperation and exchanges and promote industrial progress.
- 公司每年對供應商進行綜合能力評估，對不合格供應商實行清退，嚴重不合格者將被列入黑名單，終止合作。
- Conduct comprehensive capability assessment of suppliers every year. For those unqualified suppliers, we will implement exit procedures such as blacklisting and termination.

社會責任
Social Responsibility



- 疫情期間為員工提供防疫物資，加大公司環境消殺力度，保證員工生命安全
- During the epidemic, we provided employees with anti-epidemic materials, increased the company's environmental elimination efforts, ensuring the safety of employees.
- 專注扶貧及志願者活動，奉獻企業愛心
- We focus on poverty alleviation and volunteer activities, dedicating our corporate love.
- 公司成立「青年突擊隊」，積極開展「困難幫扶」「愛心捐助」活動
- The Company established a "Youth Commando" and actively carried out the activities of "Help in Difficulties" and "Love Donations"
- 積極履行企業社會責任，公司榮登「2020年金蜜蜂企業社會責任●中國榜」
- We actively fulfil corporate social responsibility and our Company was listed on the "2020 Golden Bee Corporate Social Responsibility●China Ranking"

(一) ESG管理理念

本公司秉承「發展港口、服務社會、成就員工」的企業使命，以「建設世界一流海洋強港」為願景，堅持「誠信、擔當、實幹、創新」的價值觀，發揚「愛港如家、興港有責」的企業精神，在推動業務經營發展的基礎上，努力建設綠色港口，承擔社會責任，實現經濟價值、環境價值和社會價值的統一。

我們認同可持續發展理念，將對ESG管理融入公司業務運營。公司董事會全面負責公司ESG管治策略及匯報，並監督重要ESG事宜，確保ESG策略反映本公司核心價值及ESG風險管理體系設計合理、運行正常。

(I) ESG Management Concept

The Company adheres to the mission of “developing ports, serving the society, and achieving employee value”, with the vision of “building an international first-class port”. We uphold the values of “integrity, responsibility, hard work, and innovation”, and promote the spirit of “love and prosper port”. We strive to create a sustainable business development model, build a green port, undertake our social responsibility, and realize the value of economy, environment and society.

We follow the concept of sustainable development and integrate ESG management into our business operations. The Company’s Board of Directors is fully responsible for the company’s ESG governance strategy and reporting, and supervises important ESG matters, ensuring that the ESG strategy reflects the company’s core values and the ESG risk management system is reasonably designed and normally operated.

(二) 利益相關方參與

我們理解與利益相關方保持溝通和交流對本公司長期發展的重要意義。我們搭建與利益相關方的溝通渠道，積極、坦誠地與該等人士溝通，並對其訴求進行回應。

我們識別的主要利益相關方、關注議題及溝通渠道列示於下表：

(II) Stakeholder Engagement

We understand the importance of maintaining communication and exchanges with stakeholders for the company’s long-term development. We have built channels for communication with stakeholders, communicating with them and respond to their demands actively and honestly.

The main stakeholders, issues of concern and communication channels we identified are listed below:

利益相關方 Stakeholders	主要關注的實質性議題 Key issues of concern	主要溝通回應方式 Major communication and response channels
政府及監管機構 Government and regulators	資源使用、排放物、僱傭、健康與安全、反貪污 Use of resources, emissions, employment, health and safety, anti-corruption	定期會議、公文往來、信息披露、政策諮詢等 Regular meetings, official documents, information disclosure, policy consultation, etc.
股東及投資人 Shareholders and investors	產品責任、反貪污 Product responsibility, anti-corruption	官方網站、股東大會、信息披露、路演等 Official website, shareholder meetings, information disclosure, roadshows, etc.
員工 Employees	僱傭、發展及培訓、健康與安全、勞工準則 Employment, development and training, health and safety, labor standards	職工代表大會、工會主席接待日、員工活動、個人訪談等 Staff congress, union chairman reception day, staff activities, individual interviews, etc.

利益相關方 Stakeholders	主要關注的實質性議題 Key issues of concern	主要溝通回應方式 Major communication and response channels
媒體 Media	排放物、資源使用、環境及天然資源、僱傭、健康與安全 Emissions, use of resources, the environment and natural resources, employment, health and safety	企業採訪、信息披露、媒體發佈會等 Corporate interviews, information disclosure, media conferences, etc.
供應商 Suppliers	供應鏈管理、產品責任、反貪污 Supply chain management, Product responsibility, anti-corruption	供應商考察、公開招投標會議、電話溝通、意見郵箱等 Supplier inspection, public bidding meetings, telephone communication, opinion mailbox, etc.
客戶 Customers	產品責任 Product responsibility	官方網站、熱線電話、意見郵箱、客戶滿意度調查、拜訪、會議及論壇等 Official website, hotline, opinion mailbox, customer satisfaction survey, visits, meetings and forums etc.
社區 Community	排放物、資源使用、環境及天然資源、僱傭、社區投資 Emissions, Use of resources, the environment and natural resources, employment, community investment	社區活動、志願者活動、信息披露等 Community activities, volunteer activities, information disclosure, etc.

(三) 實質性議題識別與分析

報告期內，我們結合本公司運營實際，識別出對利益相關方最重要的ESG議題包括「資源使用」「排放物」「僱傭」及「健康與安全」；較重要議題包括「環境及天然資源」「發展及培訓」「產品責任」及「供應鏈管理」；相關議題為「勞工準則」「反貪污」及「社區投資」等。

(III) Materiality Identification and Assessment

During the reporting period, based on the Company's operations, we identified the ESG issues most concerned by stakeholders, including "Use of resources", "Emissions", "Employment" and "Health and Safety"; other important concerns include the "Environment and Natural Resources", "Development and Training", "Product Responsibility" and "Supply Chain Management"; other relevant concerns are "Labor Standards", "Anti-corruption" and "Community Investment".

(一) 環境管理體系

本公司嚴格遵守《中華人民共和國環境保護法》《中華人民共和國海洋環境保護法》《中華人民共和國大氣污染防治法》《中華人民共和國水污染防治法》《中華人民共和國固體廢物污染環境防治法》《中華人民共和國節約能源法》《中華人民共和國清潔生產促進法》等法律法規。我們致力於把港口發展和資源利用、環境保護有機結合，堅持走可持續發展之路，建設智慧綠色港口。

為加強港口環境管理，我們制定了《環境保護管理辦法》，在環境監督管理、建設項目環保管理、污染防治管理、環境應急管理、環境監測管理、環境科研與教育等方面均做出詳細規定。

我們建有環境管理組織架構，明確各單位、部門職責。於公司層面，我們設立由管理層參與的環境保護領導小組，全面管理公司環保工作。我們明確公司全體員工的環保責任，遵循「誰主管，誰負責」、「誰組織，誰負責」、「誰在崗，誰負責」和「屬地管理」的原則，將環境管理工作納入到各單位、部門的綜合考評中。

針對於環境有潛在影響的建設項目，我們嚴格落實環境影響評價、審批制度及「三同時」(建設項目中防治污染的措施與主體工程同時設計、同時施工、同時投產使用)制度。新建項目均採用能耗小、物耗低、排污少的清潔生產工藝，污染物排放指標均符合國家或地方標準及污染物總量控制要求。

報告期內，本公司未發生環境負面事件、環保訴訟、政府警告或處罰。

(II) Environment Management System

The Company strictly abides by laws and regulations, including the *Environmental Protection Law of the People's Republic of China* (《中華人民共和國環境保護法》), the *Marine Environment Protection Law of the People's Republic of China* (《中華人民共和國海洋環境保護法》), the *Atmospheric Pollution Prevention and Control Law of the People's Republic of China* (《中華人民共和國大氣污染防治法》), the *Law of the People's Republic of China on Water Pollution Control* (《中華人民共和國水污染防治法》), the *Law of the People's Republic of China on the Prevention and Control of Environment Pollution Caused by Solid Wastes* (《中華人民共和國固體廢物污染環境防治法》), the *Energy Conservation Law of the People's Republic of China* (《中華人民共和國節約能源法》), and the *Cleaner Production Promotion Law of the People's Republic of China* (《中華人民共和國清潔生產促進法》), etc. We are committed to organically integrate port development with resource utilization and environmental protection, and adhere to sustainable development, to build a smart and green port.

In order to strengthen environmental protection management, we have formulated the *Environmental Protection Management Measures* (《環境保護管理辦法》), which stipulates detailed regulations on environmental supervision and management, environmental protection management of construction projects, pollution control and management, environmental emergency management, environmental monitoring management, and environmental scientific research and education, etc.

We have established an environmental management organization to clarify the responsibilities of each department and teams. At the Company level, we set up an environmental protection leadership group with the participation of the Company's management to fully manage environmental protection. We clarify the environmental obligations of all employees, following the principles of "who is in charge is responsible", "who organizes is responsible", "who is in the post is responsible" and "territory management", and incorporate environmental protection management into all departments' and teams' comprehensive performance assessment.

For construction projects with potential impact on the environment, we strictly implement the environmental impact assessment system, approval system, and "Three Simultaneities" (the facilities for preventing pollution and other public hazards are designed, constructed, and put into operation at the same time as the main project). New projects have adopted a clean production process with low energy consumption, low material consumption, and low emissions. The discharge of pollutants must meet the national or local emission standards and total pollutant control requirements.

During the reporting period, the Company had no cases of negative environmental incidents, environmental lawsuits, and government warnings or penalties.

(二) 能源資源使用

本公司主要消耗的能源、資源包括水、電、柴油與汽油。我們努力提升能源、資源使用效率，通過技術創新和管理優化達到節約目的。我們制定了《能源管理規定》，對用電、用水、用油及各類能源使用、計量工作進行規範。公司設置年度節能目標，並將目標進行細化分解，落實責任，不斷推動提升能源、資源使用效率。

(II) Use of Resources

The main energy and resources consumed by the Company include water, electricity, diesel and gasoline. We strive to improve the efficiency of energy and resource use, and achieve the goal of saving through technological innovation and management optimization. We have formulated the *Energy Management Regulations* (《能源管理規定》) to regulate the use of electricity, water, oil, and other types of energy. The Company sets annual energy-saving targets, breaks down the targets in detail, implements responsibilities, and continuously promotes the improvement of energy and resource utilization efficiency.

分解能源指標，落實部門考核

2020年，本公司制定的能源管理目標為2.9噸標煤／萬噸吞吐量。為確保順利完成該目標，我們在推進單船核算工作的基礎上積極探索，利用無作業空閒期對部分流程作業進行「追溯」，測算實際噸單耗，並與理論值進行對比，為生產計劃提供清晰明確的能耗參考。本年度，我們順利完成預設的能源管理目標。

Decompose energy indicators and implement departmental assessments

In 2020, the energy management target set by the Company is 2.9 tons of standard coal per 10,000 tons of throughput. In order to ensure the successful completion of this goal, we are actively exploring on the accounting of emission on an individual ship basis, using the idle period i.e. no operation to “trace” the process. We calculate the actual tonnage consumption and compare it with the theoretical value to prepare the production plan, providing a clear reference for energy consumption. This year, we successfully completed the present energy management targets.

報告期內，我們推進精細化管理，通過一系列舉措減少資源使用。我們逐步淘汰高能耗設備，不斷提升設備能效。

During the reporting period, we promoted refined management and implemented a series of measures to reduce the use of resources. We gradually phase out high-energy-consuming equipment to continuously improve our energy efficiency of equipment.

- 將6基高桿燈上的共計72盞高壓鈉燈更換為高效節能的LED燈具；
- 調整照明設備運行時間，充分利用自然光，減少不必要的照明耗電；
- 編製皮帶運行及筒倉清倉、倒倉流程作業計劃，充分利用峰谷時段，組織安排生產作業；
- 及時關閉長時間不使用的設備以減少待機能耗；
- 嚴格控制燃油設備及公車使用，避免不必要的空載運行；
- 嚴格管理公車用油，對超量使用者追究責任；

- Replace a total of 72 high-pressure sodium lamps on the 6-base high pole lamps with high-efficiency and energy-saving LED lamps;
- Adjust the operating time of lighting equipment, make full use of natural light, and reduce unnecessary lighting power consumption;
- Work out the operation plan of belt operation, silo clearance and unloading process, make full use of peak and valley periods to organize production operations;
- Turn off equipment that has not been used for a long time in time to reduce standby energy consumption;
- Strictly control the use of fuel equipment and buses to avoid unnecessary no-load operation;
- Strictly manage the use of bus fuel, and hold accountable for excessive users;

(二) 能源資源使用(續)

- 加強供水設備日常維護管理，在顯著位置設置節水提示及設備維修電話；
- 注重洗手間節約用水，避免出現「長流水」現象。

(II) Use of Resources (continued)

- Strengthen the daily maintenance and management of water supply equipment, and set up water-saving reminders and equipment maintenance telephones in prominent locations;
- Focus on saving water in the restroom and avoid “long running water”.

普查地下管路，杜絕跑冒滴漏

2020年，我們採用供水動態監測系統監控公司供水系統，以便及時發現問題。同時，我們根據港區現場綜合整治活動反映情況，邀請專業人員現場指導普查場地地下管道及閥門，杜絕跑冒滴漏的發生。結合公司現場綜合整治活動，我們對場地地下管道及閥門進行普查，並邀請專業人員進行現場指導，杜絕跑冒滴漏情況的發生。



Census underground pipelines to prevent running and dripping

In 2020, in order to early detect wastewater problems, we adopted a water supply dynamic monitoring system to monitor the company's water supply system. At the same time, based on the situation reflected in the comprehensive renovation activities on the port area to prevent running and dripping, we invited professionals to guide the survey of underground pipelines and valves at the site.



(三) 排放物管理

公司主要排放物包括各類固體廢棄物、廢水、廢氣和粉塵。本公司已建立污染物排放管理體系，並制定了《現場綜合整治實施方案》，積極開展專項整治工作，降低環境負面影響，保障合規排放。

1. 廢棄物

公司運營產生的有害廢棄物主要包括廢(礦物)油、廢棄濾芯、廢包裝物、廢舊電瓶等。我們已建立危險廢棄物存放庫，對其進行分類合規存放。公司聘請有資質的第三方處理機構對各種有害廢棄物進行合規處理。本公司產生的無害廢棄物主要為生活垃圾及場地清掃產生的垃圾等，此類廢物交由物業公司根據政府要求統一處理。

2. 廢水

本公司建有污水處理站，所有污水(主要為含塵雨水及生活污水)均按規定進行處理。對含塵雨水，在處理達標後回用於綠化、場地抑塵灑水和生產作業的噴淋抑塵，實現水資源循環利用以減少浪費。

(III) Emission Management

The Company's emissions mainly include various types of hazardous and non-hazardous waste, wastewater, exhaust gas and dust. The Company has established a pollutant emission control system, formulated Implementation Plan for Comprehensive rectification on Site (《現場綜合整治實施方案》), and actively carried out special rectification work to reduce the impact of emissions on the environment and ensure compliance of emissions and disposal.

1. Waste

The hazardous waste generated by the Company's operations mainly includes (mineral) oil-containing waste, hazardous waste packaging, oil drums, and used batteries. We have established a hazardous waste repository to classify and store hazardous waste in compliance with regulations. The Company hires a qualified third-party processing agency to handle all kinds of hazardous waste in compliance with regulations. The non-hazardous waste produced is mainly domestic waste and waste generated by site cleaning, etc. Such waste is handed over to the property company for unified treatment in accordance with government requirements.

2. Wastewater

The Company runs sewage treatment station. All sewage (mainly dusty rainwater and domestic sewage) must be treated in accordance with regulations. For dusty rainwater, after treatment and reaching relevant standards, it will be reused for greening, reducing dust suppression of site and production operation, so as to realize the recycling of water resources to reduce waste.

(三) 排放物管理(續)

3. 廢氣及粉塵

本公司產生的廢氣主要來源於燃油機動車輛和機械設備。我們根據國家規定制定機動車管理措施，並保證購買符合國家環保標準的機動車輛。同時制定相關規範，嚴格按照《危險廢物產生經營企業現場執法手冊》標準執行。裕廊公司貨種以糧食、木片和木薯乾為主，粉塵污染是我們環境管理工作的重點。公司建立了《散貨作業粉塵防控作業標準》，確保貨品在接卸、倒運、堆存加高、發運裝車等環節中粉塵可控、綠色環保、順暢高效。我們積極研究粉塵防治新工藝、新技術，採取綜合防治手段，有效控制粉塵污染。

本年度，公司累計投入420萬元用於自主研發多項抑塵作業方法，助力智慧綠色港口建設。

我們採取以下措施，減少港區粉塵產生：

- 配備射霧車10台，200米射霧炮1台，用於裝車後清洗車體，輔助皮帶機抑塵和卸船場地降塵。從卸船、輸送到裝車，均有抑塵措施。
- 為岸機設備加裝除塵系統，有效控制卸船與皮帶機對接口位置出塵；為碼頭接卸皮帶機增設插入式除塵器，控制粉塵外溢。
- 在木薯乾卸船機加裝噴淋裝置，在散發站加裝噴淋、擋塵簾等抑塵設備，確保木薯乾卸船作業產生的粉塵得以有效控制。

(III) Emission Management (continued)

3. Gas Emission and Dust

The gas emission generated by the Company mainly derives from oil-fueled motor vehicles and mechanical equipment. We have formulated motor vehicle management measures in accordance with national regulations, guaranteeing the purchase of motor vehicles that meets national environmental protection standards. At the same time, relevant regulations have been formulated and strictly implemented in accordance with the "On-site Law Enforcement Manual for Hazardous Waste Generation and Operation Enterprises" (《危險廢物產生經營企業現場執法手冊》). Jurong's main products are grain, wood chips and dried tapioca, with the dust pollution as the focus of our environmental management work. The Company has established the "Dust Prevention and Control Operation Standards for Bulk Cargo Operations" (《散貨作業粉塵防控作業標準》) to ensure that the goods are dust-controllable, green, environmental-friendly, smooth and efficient in the processes of receiving and unloading, backhauling, stacking heightening, shipping and loading. We actively research new technologies for dust prevention and control, and adopt comprehensive prevention and control measures to effectively control dust pollution.

This year, the Company has invested a total of RMB4.2 million in independent research and development of a number of dust suppression operation methods to facilitate the construction of smart and green ports.

We take the following measures to reduce dust production in the port areas:

- We have 10 mist spray trucks and 1 range 200 meters shooting mist spray guns, which are used to clean the vehicle body after loading, assist belt conveyor to suppress dust, and suppress the dust at the frontal unloading site. There are corresponding dust suppression measures from unloading, transportation to loading.
- We have installed a dust removal system for shore crane equipment to effectively control dust from the docking position of the ship unloading and belt conveyor; Also we added a plug-in dust collector for the dock unloading belt conveyor to control dust spillage.
- We have installed sprinklers on the dried tapioca ship unloader, installed sprinklers, dust curtains and other dust suppression equipment at the distribution station to ensure that the dust generated by the dried tapioca unloading operation can be effectively controlled.

(三) 排放物管理(續)

3. 廢氣及粉塵(續)

- 在筒倉、大豆灌包散發罐發貨口加裝抑塵料斗，降低散發放料貨物的落差，有效控制裝車作業環節粉塵外溢。
- 木薯乾作業採用全封閉式裝車系統，在輸送到裝車過程保證貨物粉塵在可控範圍內。
- 大豆傳輸皮帶轉接塔上設有除塵器，皮帶採用半封閉式防護罩防止貨物運輸起塵。
- 在封閉區內集中堆存玉米、木薯乾等易起塵貨物，散貨(不含木片堆場)採位堆存或發運結束後及時苫蓋。
- 所有重載車輛出港前必須進行有效苫蓋、吹掃或清洗車體，防止出現道路污染及揚塵。
- 翻新改造抑塵網，將原有柔性抑塵網改換為抑塵板，便於後續清洗並延長使用年限。

(III) Emission Management (continued)

3. Gas Emission and Dust (continued)

- We have installed dust suppression hoppers at the delivery ports of silos, soybean filling and distributing tanks to reduce the drop of materials and goods, effectively controlling dust spillage during loading operations.
- To ensure that the dust of the cargo is within a controllable range during the transportation to loading process, the dried tapioca operation adopts a fully enclosed loading system.
- A dust collector is provided on the transfer tower of the soybean transmission belt, and the belt adopts a semi-closed protective cover to prevent dust from the transportation.
- We store dusty goods such as corn and dried tapioca mainly in the enclosed area, and stack or cover the bulk goods (excluding woodchip storage yard) after the shipment is completed.
- All heavy-duty transport vehicles must be effectively covered, blown or cleaned before leaving the port to prevent road pollution and dust.
- We renovate the dust suppression net and replace the original flexible dust suppression net with a dust suppression board, which is convenient for subsequent cleaning and extends its useful service life.



(四) 環保理念提升

本公司繼續積極開展環保培訓，並結合重要環保節日開展環保宣傳教育，不斷提高員工環保意識。我們將環保要求寫入作業指導書中，並組織員工學習環保知識。同時，公司先後開展重污染天氣應急預案、危廢管理等專題培訓，提高員工環境應急管理控制能力。

2020年，我們積極開展港區綠化工作，優化港區整體環境。本年度，公司共建設綠化面積2,600餘平方米。本年度，公司榮獲「日照市園林式單位」榮譽稱號。

(IV) Improvement of Environmental Protection Awareness

The Company continues to carry out environmental protection training and publicity and education in conjunction with important environmental protection festivals, enhancing employees' environmental protection awareness. We have set out environmental protection requirements in our work manuals and organized employees to learn environmental protection knowledge. Meanwhile, the Company has successively carried out various special trainings such as emergency response plans for heavy pollution weather and hazardous waste management to improve employees' environmental emergency management and control capabilities.

In 2020, we actively carried out greening work in the port areas to optimize the overall environment of the port areas. This year, the company built a total of more than 2,600 square meters of green areas. The company won the honorary title of "City Garden of Rizhao".



(五) 關鍵環境績效

(V) Environmental Key Performance Indicators

排放物 ⁽¹⁾	Emissions ⁽¹⁾	
溫室氣體 ⁽²⁾ 排放總量(範圍1及範圍2) ⁽³⁾ (噸)	Total GHG ⁽²⁾ emissions (Scope 1 and 2) ⁽³⁾ (tons)	20,081.31
每萬噸輸送量溫室氣體排放總量(範圍1及範圍2) (噸/萬噸吞吐量)	Total GHG emissions per 10,000 tons of transportation (Scope 1 and 2) (tons per 10,000 tons throughput)	13.79
有害廢棄物產生總量(噸)	Total hazardous waste (tons)	24.87
每萬噸輸送量有害廢棄物產生總量 (噸/萬噸吞吐量)	Total hazardous waste per 10,000 tons of transportation (tons per 10,000 tons throughput)	0.017
有害廢棄物合規處理率(%)	Hazardous waste compliance rate (%)	100
無害廢棄物產生總量(噸)	Total non-hazardous waste (tons)	1,184.00
每萬噸輸送量無害廢棄物產生總量 (噸/萬噸吞吐量)	Total non-hazardous waste per 10,000 tons of transportation (tons per 10,000 tons throughput)	0.81
資源使用	Energy and resources consumption	
綜合能源消耗總量 ⁽⁴⁾ (噸標準煤)	Total energy consumption ⁽⁴⁾ (tons of standard coal)	4,126.68
其中：	in which:	
汽油消耗量(噸標準煤)	Gasoline consumption (tons of standard coal)	13.39
柴油消耗量(噸標準煤)	Diesel consumption (tons of standard coal)	1,014.62
電力消耗量(噸標準煤)	Electricity consumption (tons of standard coal)	3,098.67
每萬噸輸送量綜合能耗總量 (噸標準煤/萬噸吞吐量)	Total energy consumption per 10,000 tons of transportation (tons of standard coal per 10,000 tons throughput)	2.83
用水總量 ⁽⁵⁾ (立方米)	Total water consumption ⁽⁵⁾ (cubic meter)	345,987.00
每萬噸輸送量綜合用水量 (立方米/萬噸吞吐量)	Total water consumption per 10,000 (cubic meter per 10,000 tons throughput)	237.53

(五) 關鍵環境績效(續)

註：

- (1) 基於公司業務性質，其重大氣體排放為溫室氣體，主要源自使用由化石燃料轉化的電力及燃料；基於本公司生產性質，包裝物數據不適用於本公司。
- (2) 溫室氣體清單包括二氧化碳、甲烷和氧化亞氮，主要源自外購電力及燃料。溫室氣體核算按二氧化碳當量呈列，並根據生態環境部刊發的《2019年度減排項目中國區域電網基準線排放因子》及政府間氣候變化專門委員會(IPCC)刊發的《2006年IPCC國家溫室氣體列表指南》進行核算。
- (3) 溫室氣體範圍1：涵蓋由公司運營直接產生的溫室氣體排放；溫室氣體範圍2：來自公司內部消耗(購買獲得或取得的)電力所引致的「間接能源」溫室氣體排放。
- (4) 綜合能源消耗量是通過直接與間接能源消耗量，根據中華人民共和國國家標準《綜合能耗計算通則》(GB/T 2589-2008)換算因數進行核算。
- (5) 基於公司運營性質，水資源消耗主要為生產作業用水及員工辦公時間生活用水。本公司使用的水資源來自市政供水，在求取適用水源上無問題。

(V) Environmental Key Performance Indicators (continued)

Notes:

- (1) Due to the Company's business features, the key air emissions of the Company are GHG emissions mainly from electricity and fuels derived from fossil fuels; packaging materials are not applicable to the Company's operations.
- (2) The Company's GHG inventory includes carbon dioxide, methane and nitrous oxide, which are mainly derived from purchased electricity and fuels. GHG emissions data is presented in carbon dioxide equivalent and is based on the *2019 Baseline Emission Factors for Regional Power Grids in China* (《2019年度減排項目中國區域電網基準線排放因子》) issued by the Ministry of Ecology and Environment of the People's Republic of China, and the *2006 IPCC Guidelines for National Greenhouse Gas Inventories* (2006年IPCC國家溫室氣體列表指南) issued by the Intergovernmental Panel on Climate Change (IPCC).
- (3) Scope 1 GHG emissions arise mainly from the direct energy (natural gas) by the Company's operation. Scope 2 GHG emissions arise mainly from the consumption of indirect energy (purchased or acquired electricity) by the Company's operation.
- (4) Total energy consumption is calculated using direct energy and indirect energy data with reference to the coefficients in the National Standards of the People's Republic of China *General Principles for Calculation of the Comprehensive Energy Consumption (GB/T 2589-2008)* (《綜合能耗計算通則》(GB/T 2589-2008)).
- (5) Due to the Company's operational features, water consumption is mainly from operations and employees' domestic water. The Company's water resources consumed come from the municipal water supply. The Company has no issues in sourcing water.

牢築安全基石

ENHANCE SAFETY MANAGEMENT

(一) 安全生產管理

本公司秉承「安全第一、預防為主、綜合治理」的方針，遵守《中華人民共和國安全生產法》等國家及地方法律法規，重視安全生產管理，竭力降低公司運營過程中安全事故的發生。

我們已制定並不斷優化《崗位安全生產責任制度》《生產安全事件報告和處理規定》等25項安全與職業健康制度規範，搭建職業健康與安全管理體系。公司設有安全委員會，由總經理、副總經理與各部門主要負責人任委員，負責整體監督、審查和管理安全事宜。安全委員會每季度召開會議討論安全問題和事故隱患，並審閱更新公司安全管控措施，安排部署相關工作。

公司委派內部專業團隊對港區安全隱患進行排查，同時負責設備設施和機械的正常運轉及安全操作。我們同時設立安全隱患內部舉報制度，員工可通過書面、電話及微信渠道向安全技術中心進行舉報，安全技術中心收到舉報後進行現場核查，對發現的問題做出整改指令並下達《事故隱患整改責任書》督促整改。

我們實行「安全生產一票否決制度」和「一崗雙責制度」(崗位職責及安全環保職責)，將安全生產工作業績作為人員的聘用、選拔及晉升等重要考核內容之一，層層落實安全責任，提升全體員工安全意識。

我們持續進行設備升級，降低安全風險。2020年，我們以「平安四季」為主線，排查及改進各方面安全缺陷，制定防範措施，加強現場控制。公司主要負責人與分管負責人、各單位簽署安全生產目標責任書，各單位主要負責人與班組簽訂安全生產目標責任書，員工簽訂安全承諾書，逐級逐層落實安全責任。

(II) Production Safety Management

The Company adheres to the policy of “safety first, prevention foremost, and comprehensive governance”, abides by national and local laws and regulations including the *Safety Production Law of the People's Republic of China* (《中華人民共和國安全生產法》) etc., and attaches great importance to occupational health and safety control. We strive to reduce safety accidents in our business operations.

We have formulated and continuously optimized 25 relevant safety and occupational health specifications, including the *Job Safety Production Responsibility System* (《崗位安全生產責任制度》) and *Production Safety Incident Reporting and Handling Regulations* (《生產安全事件報告和處理規定》), establishing a comprehensive occupational health and safety management system. The Company sets out a Safety Committee, in which the general manager, the deputy general manager and the main heads of various departments serve as members, taking the responsibility for the overall supervision, review and management of security issues. The Safety Committee conducts quarter meetings to discuss safety issues and potential dangers, reviews and updates the Company's safety control measures, as well as arranges the deployment of safety work.

The Company appoints an internal professional team to investigate potential safety hazards in the port areas, and is also responsible for the normal operation and safe operation of equipment, facilities and machinery. We established an internal reporting system for potential safety issues. Employees can report potential safety issues to the Safety and Technology Center through letters, phone calls, and WeChat. After receiving the report, the Safety and Technology Center will organize an onsite inspection, and release the *Responsibility Letter for the Rectification of Potential Issues* (《事故隱患整改責任書》) and require rectification.

We implement the “safe production: one-vote veto system” and “one post with double responsibility system” (post responsibility and EHS responsibility), taking safety production performance as one of the important assessments of personnel recruitment, selection and promotion, to enhance the safety awareness of our employees.

We continue to upgrade equipment to reduce security risks. In 2020, we focused on “Safe 4 Seasons” to investigate and improve various safety deficiencies. We have formulated preventive measures and strengthened on-site control. The principal in charge and staff at all levels including company level, units levels and working level were required to sign the safety production target responsibility or commitment letters, implementing the safety responsibility level by level.

(一) 安全生產管理(續)

1. 作業現場安全控制

我們不斷加強相關制度建設，制定並下發《區域封閉管理辦法》《工前會會議制度》等制度文件，建立日匯總、旬分析、月通報、季度總結的安全管理控制制度，編製指導性教材，加強作業現場安全管控。本公司在報告期內共開展安全檢查50餘次，排查安全隱患180項，編製崗位安全責任清單115個，累計投入255.8萬元。

2. 雙體系建設及風險辨析

本公司根據「雙體系」(風險管控和隱患治理)建設推進方案，通過風險辨析、重點領域及時段安全控制，保障安全生產。報告期內，我們加大對重點作業、關鍵環節、外來人員的檢查力度，督促落實風險控制措施。我們全面梳理了作業活動類風險，共完成81個作業活動風險辨析，共辨析危險源876項，完善控制措施2,434項。

3. 重點領域及時段安全控制

2020年，我們開展危險貨物作業應急演練，針對問題不斷整改優化。我們根據不同季節和時間執行不同的安全控制措施：在夏季，組織排水溝渠清理、落實防暑降溫措施及防颱防汛實戰演練，調整高溫期間工作時間；在冬季，部署四防(設備防凍、生產區防火、人員防滑、防交通事故)等重點工作，建立安全日報工作制度，確保安全控制措施落實到位。

(II) Production Safety Management (continued)

1. Work Site Safety Control

We continue to enhance safety control system. We formulate and issue the "Area Closure Management Measures" (《區域封閉管理辦法》), "Pre-work Meeting System" (《工前會會議制度》) and other systems. We also have established the daily summary, ten-day analysis, monthly notification and quarterly summary safety management system, compiled guiding materials and strengthened job site safety control. During the reporting period, more than 50 safety inspections were conducted, 180 hidden dangers were investigated and resolved, 115 job safety responsibility lists were compiled, and a total of RMB2.558 million was invested in work safety.

2. The Dual System Construction and Risk Analysis

According to the promotion plan of building the "double system" (risk control and hidden danger management), we ensure safety production by reorganizing and analyzing the hazard identification and risk evaluation control procedures. In accordance with the "dual system" (risk management and control and hidden danger management) construction and promotion plan, the company assures safe production through risk analysis, safety control in key areas and time periods. During the reporting period, we enhanced the inspection of key operations, key process, and outsiders, and urged the implementation of risk control measures. We carried out a comprehensive review of operational activity risks, completed the risk analysis of 81 operational activities, identified a total of 876 dangerous sources, and improved 2,434 control measures.

3. Safety Control in Key Areas and Periods

In 2020, we carried out emergency drills for dangerous cargo and continued to revise and optimize problems in response to problems. We implemented different safety control measures according to different seasons and times: in summer, we organized drainage ditch cleaning, implemented heatstroke prevention and cooling measures, combated drills for typhoon prevention and flood prevention, and adjusted working hours during periods of high temperature; in winter, we carried out "four preventions" (preparation of antifreeze, fire prevention in production areas, anti skid of personnel, and prevention of traffic accidents) and other key tasks, as well as establishing a safety daily work system to ensure the implementation of safety control measures.

(一) 安全生產管理(續)

3. 重點領域及時段安全控制(續)

紮實準備，迎戰第8號強颱風「巴威」

2020年超強颱風「巴威」來勢洶湧，公司迅速成立了防抗8號颱風應急指揮部，編製專項方案，制定強風應對措施和防颱防汛應急操作手冊，全員行動，嚴陣以待。

我們建立了81項防控措施，製備防颱措施分工表，以此落實崗位責任要求。同時，我們開展專項檢查，確保物資儲備充足。固防方面，我們加強垛位苫蓋，大型機械設備錨固等工作。以最嚴格的標準，最充足的準備，最團結的團隊，成功完成此次防颱工作。

(II) Production Safety Management (continued)

3. Safety Control in Key Areas and Periods (continued)

Make adequate preparations to face the strong typhoon No. 8 “Bavi”

In 2020, the super typhoon “Bavi” struck violently. With all employees standing-by and taking actions, the Company quickly established No. 8 emergency headquarter for typhoon prevention, compiling special plans, formulating strong wind response measures and emergency operation manuals for typhoon prevention and flood prevention.

We have established 81 prevention and control measures and prepared a table of the division of typhoon measures to implement job responsibility requirements. At the same time, we carried out special inspections to ensure sufficient material reserves. In terms of security, we have strengthened the work of stacking cover and anchoring of large-scale machinery and equipment. With the most stringent standards, the most adequate preparation, and the most united team, we successfully completed the anti-typhoon work.



防颱防汛準備
Preparations for typhoon and floods prevention



防風錨固演練
Drills for windproof anchor

4. 消防安全

公司制定了《消防安全管理規定》，以「預防為主、防消結合」的方針開展消防安全管理工作。報告期內，我們開展消防安全評估，全面診斷排查港區內部消防安全隱患，強化消防設施的檢查、巡查、維保和修復工作，規範作業現場管理。

4. Fire Safety Management

We formulated the *Fire Safety Management Regulations* (《消防安全管理規定》) to carry out fire safety management with the principle of “prevention foremost, and combination of prevention and reduction”. During the reporting period, we carried out fire safety assessment to conduct comprehensive investigation and identification of potential fire risks in various areas of the port. Through this assessment, we enhanced inspection, patrol, maintenance and repair of firefighting facilities, regulated the operation site management, and reduced the risk of fire, standardizing job site management.

(二) 職業健康管理

本公司重視員工的職業健康，遵守《中華人民共和國職業病防治法》等法律法規要求，制定並實施一整套有關職業健康與安全的指引，並根據不同設備設施編製操作手冊，確保員工在生產作業期間的健康與安全。

我們定期組織員工進行職業健康安全培訓，提升員工職業健康防護能力。我們向員工發放勞保用品，並要求特殊崗位人員穿戴防護設施並持證上崗。報告期內，我們建立了員工勞保用品管理系統，通過線上管理，使勞保用品發放更加準確、便捷、人性化。

我們建立體檢制度，開展全員年度體檢。同時，我們對特殊崗位員工開展有針對性的職業健康檢查，及時發現相關職業健康風險並採取防控措施，減小因工作可能對員工造成的危害。報告期內，特殊崗位員工職業健康檢查率為100%。

本公司高度重視勞務外包人員的健康與安全。根據外包協議條款，我們要求外包商必須符合本公司的安全標準並遵守本公司有關職業健康安全的各項程序並對外包商實施考核。如果出現未遵守的情況，我們將要求外包商進行整改。

(三) 加強安全教育和演練

為提高員工的安全意識，掌握必要的安全技能，我們建立了安全教育培訓體系，包括三級安全教育培訓、管理人員安全教育、特種作業人員安全教育培訓等多個培訓模塊。安全培訓涵蓋了安全生產法律法規、通用安全技術、勞動衛生和安全基礎知識、事故案例分析、職業病防護知識和事故應急處理措施等多方面內容。

2020年，公司積極開展安全演練活動，進行了筒倉坍塌事故現場無腳本實戰演練、防颱防汛、觸電事故及消防應急等多項演練活動，切實做到多方位安全教育，確保各領域應急措施及能力進一步提升，保障員工職業健康與安全。

(II) Occupational Health Management

The Company attaches importance to the occupational health of our employees, abides by the *Law of the People's Republic of China on Occupational Diseases Prevention and Control* (《中華人民共和國職業病防治法》) and other laws and regulations, and has formulated and implemented a set of guidelines with respect to occupational health and safety. In respect of different equipment and facilities, we have compiled operation manuals to ensure the health and safety of employees during production operations.

We regularly provide occupational health and safety training to our employees to improve their occupational health protection capabilities. We distributed labor protection supplies to employees and required employees in special positions to wear appropriate safety equipment with specific qualifications and permits of equipment operation. During the reporting period, we have established a labor insurance supplies management system. Through online management, we have made the distribution of labor insurance supplies more accurate, convenient and user-friendly.

We have set out a physical examination system, conducting annual physical examination for all employees. Meanwhile, we conducted occupational health checks for employees in special positions to discover occupational diseases risk and take prevention measures in a timely manner. During the reporting period, the occupational health inspection rate of employees in special positions was 100%.

The Company attaches great importance to the health and safety of outsourcing labor. According to the terms of the outsourcing agreement, we require our subcontractors to comply with our safety occupational health standards and perform assessments on outsourcers. If there is a non-compliance, we will require the outsourcing parties to make rectification.

(III) Strengthen Safety Education and Drills

In order to improve the safety awareness of our employees, enable them to master the safety skills, we have established a safety education and training system. The system includes three levels of safety education training, management personnel safety education, special operations personnel safety education training, and other training modules. Safety training covers many aspects including safety laws and regulations, general safety technology, basic knowledge of labor hygiene and safety, accident case analysis, occupational disease prevention and emergency treatment.

In 2020, the company actively carried out safety drills, conducted a number of exercises such as scripless actual drills at the silo collapse accident site, typhoon and flood prevention, electric shock accidents, and fire emergency response, etc., effectively implementing multi-faceted safety education. The drills ensured emergency measures in various fields and further improved the ability to protect the occupational health and safety of employees.

(四) 新冠疫情防控

我們高度重視新冠疫情防控工作，遵循國家「高度重視、積極應對、聯防聯控、依法科學處置」原則，制定《關於應對新型冠狀病毒感染肺炎疫情處置實施方案》《重點工作清單50項》《裕廊公司當前安全生產及疫情防控工作清單(推進計劃)》等規章制度。同時，我們完成了19項疫情防控清單，完善「疫情防控流程圖」，不斷加強疫情應對能力及應急管理能力，確保員工的健康與安全。為防止境外疫情輸入，我們設置《加強境外疫情防控工作的實施辦法》，嚴格落實各項管控措施。

本年度，我們共組織開展疫情專題會議4次，組織專項檢查4次。公司管理層及相關部門負責人實行24小時值班制度，層層壓實港口安全生產及疫情防控工作。針對高危工種如船舶作業人員，我們提供防護服、護目鏡等防疫用品，安裝防疫門，防控感染風險。我們嚴控人員進出港區和船舶，設置4處防疫值班崗亭，對上下船員工進行測溫，記錄上下船時間，每天四次對樓梯口週邊環境進行消毒，嚴格控制，防止疫情蔓延。

(IV) Prevention and Control of Covid-19

We have attached great importance to the prevention and control of the Covid-19, followed the national principle of “high importance, active response, joint prevention and control, scientific resolution according to law”, and formulated the *Implementation Plan for the Response to the Novel Coronavirus Infection and Pneumonia Epidemic Response* (《關於應對新型冠狀病毒感染肺炎疫情處置實施方案》), “List of 50 Key Tasks” (《重點工作清單50項》) *Jurong Company's current work safety and epidemic prevention and control work list (promotion plan)* (《裕廊公司當前安全生產及疫情防控工作清單(推進計劃)》) and other regulations. At the same time, to ensure the health and safety of employees, we have completed a list of 19 epidemic prevention and control items, improved the “epidemic prevention and control flow chart”, and continuously strengthened epidemic response capabilities and emergency management capabilities. In order to prevent the import of overseas epidemics, we set up the *Implementation Measures for Strengthening the Prevention and Control of Overseas Epidemics* (《加強境外疫情防控工作的實施辦法》) to strictly implement various control measures.

This year, we organized 4 epidemic-specific meetings and 4 special inspections. The Company's management and relevant department heads implemented a 24-hour on-duty system, implementing port safety production and epidemic prevention and control layer by layer. For high-risk work natures such as ship operators, we provided anti-epidemic supplies such as protective clothing and goggles, and installed anti-epidemic doors to prevent and control infection risks. We strictly controlled the entry and exit of the port areas and ships, set up 4 anti-epidemic duty booths, measured the temperature of the employees on and off the ship, recorded the time of embarkment and dismemberment, and sterilized the surrounding environment of the stairway four times a day to strictly control and prevent the spread of the epidemic.



(一) 僱傭與勞工準則

我們嚴格遵守《中華人民共和國勞動法》《中華人民共和國勞動合同法》等法律法規，並制定了《員工參加社會保險管理辦法》等規章制度，保障員工合法權益，構建和諧勞動關係。我們嚴禁僱傭童工和強制勞工。報告期內，公司未出現使用童工或強迫勞工的情況。

公司已設立多項內部制度，以規範管理員工招聘或離職、工作時間、薪酬福利、職位晉升等事宜。

1. 招聘與離職

我們建立了《員工招聘和調配工作辦法》《勞動合同管理辦法》等制度，通過社會招聘、校園招聘及內部推薦與自薦等方式尋找符合公司發展需求的人才。我們遵循信息公開、過程公開、結果公開的要求，堅持依法依規、公平公正、專業對口、人崗匹配、競爭擇優的原則進行人員招聘和管理。同時，我們堅決杜絕用工歧視、性別歧視、職業歧視等行為。

我們及時與員工簽訂勞動或勞務合同，確立勞動關係。員工離職時，公司按規範流程辦理離職手續。截至報告期末，本公司共有329名正式員工和197名勞務人員。

(II) Recruitment and Labor Standards

We strictly abide by the *Labor Law of the People's Republic of China* (《中華人民共和國勞動法》) and the *Labor Contract Law of the People's Republic of China* (《中華人民共和國勞動合同法》) and other relevant laws and regulations, and have formulated rules and regulations including the *Administrative Measures for Employees' Participation in Social Insurance* (《員工參加社會保險管理辦法》) to protect employees' legitimate rights and interests, building a harmonious labor relationship, as well as prohibiting the employment of child labor and forced labor. During the reporting period, the Company did not have any child labor or forced labor.

The Company has established a series of internal systems to regulate and manage employee recruitment and resignation, compensation and benefits, and performance promotion etc.

1. Recruitment and Resignation

We have formulated regulations including the *Employee Recruitment and Redeployment Measures* (《員工招聘和調配工作辦法》) and the *Labor Contract Management Measures* (《勞動合同管理辦法》), hiring talents that meet the Company's development needs through social recruitment, campus recruitment, internal recommendation and self-recommendation. We conduct personnel recruitment and management following the requirements of transparent information disclosure and process, adhering to the principles of laws and regulations, fairness and justice, matching job position, and competitive selection. At the same time, we resolutely resist discrimination in employment, sex discrimination, and occupation discrimination.

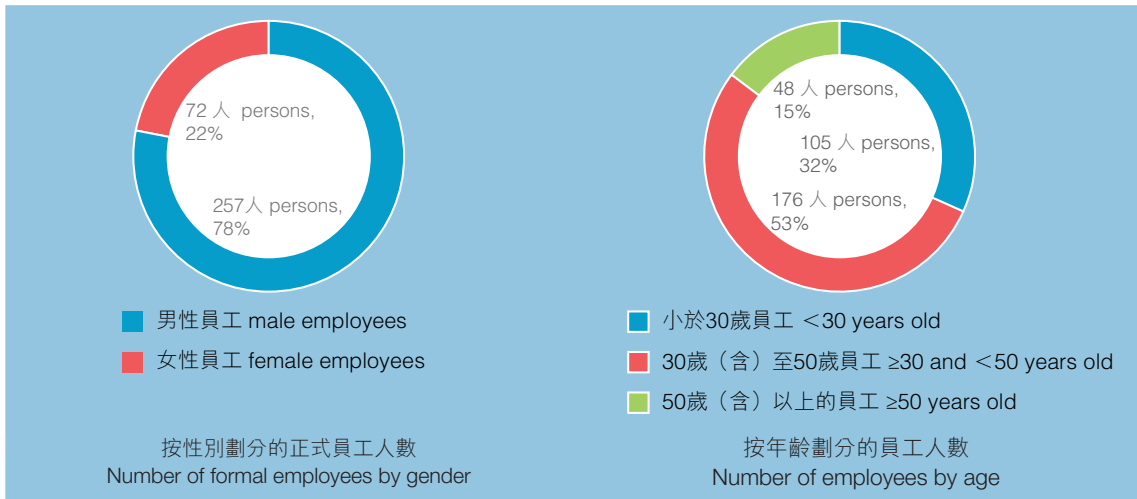
We sign labor contracts with employees in a timely manner to establish labor relations. We follow the relevant regulations and procedures to handle resignation of employees. As of the end of the reporting period, the Company had 329 formal employees and 197 contract labor workers.

(一) 僱傭與勞工準則(續)

(II) Recruitment and Labor Standards (continued)

1. 招聘與離職(續)

1. Recruitment and Resignation (continued)



2. 薪酬及福利

2. Salary and Benefits

我們建立了《薪資管理辦法》等制度，實行崗位績效工資制，為員工提供合理的薪酬待遇，嚴格依照相關法律法規為員工繳納社會保險及公積金。員工薪資主要包括基本薪酬、績效薪酬、薪點工資和住房補貼、津貼等。報告期內，我們創新優化薪酬分配管理，增加績效獎勵，使勞者多得、能者多得，調動員工積極性。

我們保障員工享受國家法定公共假日，並為員工提供帶薪年假，不斷提高並豐富員工福利待遇，為員工發放過節福利、勞保福利、高溫補貼、「菜籃子」服務、餐補等其他福利。

We have established regulations such as the *Salary Management Measures* (《薪資管理辦法》) and implemented a performance-based salary system to provide employees with reasonable remuneration. In accordance with relevant laws, we provided social insurance and provident funds for employees. Our employee's salary mainly includes basic salary, performance salary, wage point salary and housing subsidy, allowance, etc. During the reporting period, to mobilize the enthusiasm of employees, we innovated and optimized performance management that increased performance rewards, so that employees can gain more with more labor and higher capacities.

We assure our employees enjoy public holidays and paid vacations and provide employees with paid annual leave. We have continuously improved and enriched employee benefits, providing employees with holiday benefits, labor insurance benefits, high temperature subsidies, "vegetable basket" services, meal supplements and other benefits.

(一) 僱傭與勞工準則(續)

2. 薪酬及福利(續)

線上化員工服務

我們與日照港集團合作搭建線上員工服務平台「舟道一卡通」app。員工可通過手機app體驗「菜籃子」(蔬菜及日用品預訂)服務、體檢預約等內容，切實方便員工生活。



3. 考核與晉升

我們建立了《員工招聘和調配工作辦法》《崗位競聘管理辦法》《首席崗位評選暫行規定》《崗級浮動實施細則》《中層管理人員管理考核辦法》等制度，並據此建立了覆蓋全員、的崗位績效考核體系。同時我們不斷完善科學長效的用人機制，明確員工的職業晉升路線，激發員工的個人潛能，實現個人價值的最大化。

(II) Recruitment and Labor Standards (continued)

2. Salary and Benefits (continued)

Online employee service

We cooperated with Rizhao Port Group Co., Ltd and launched an online employee service platform, namely the "Zhoudao Card" app. Through the app, employees are able to enjoy "vegetable basket" (vegetable and daily necessities reservation) services, physical examination reservations and other services, experiencing convenience provided by the online services.



3. Assessment and Promotion

We have established regulations including the *Employee Recruitment and Deployment Methods* (《員工招聘和調配工作辦法》), the *Post Competition Management Methods* (《崗位競聘管理辦法》), the *Temporary Regulations for Chief Position Selection* (《首席崗位評選暫行規定》), the *Implementation Rules for Post-Level and Floating* (《崗級浮動實施細則》) and the *Measures for the Management Evaluation of Middle-level Management* (《中層管理人員管理考核辦法》), etc.. We have established a post-performance evaluation system that covers all employees. At the same time, we continue to improve our scientific and long-term employment mechanism, clarify a career promotion path for our employees, stimulate their personal potential, and maximize their personal value.

(一) 僱傭與勞工準則(續)

4. 員工關懷

我們組織形式多樣的員工活動，如職工運動會、籃球賽、羽毛球賽、歌唱大賽及演講比賽等，不斷豐富員工業餘生活，提升員工幸福感和歸屬感。

豐富職工業餘生活

本年度，為豐富員工業餘生活，我們與兄弟單位組成聯隊，參加日照港集團舉辦的籃球賽、足球賽、乒羽賽，均獲得較好成績。公司優秀職工代表本公司參加文體活動，先後斬獲日照市乒乓球賽女子單打第一名、山東港口乒乓球賽女子單打第三名，羽毛球賽混雙第一名等優異成績，並收到市總工會感謝信。

重視青年員工精神文化建設

我們重視青年員工精神文化建設。報告期內，公司先後開展了「興港我有責，奮鬥正青春」主題教育實踐活動、主題辯論賽和演講比賽、「書香裕廊」讀書分享、「走城市，看港口」參觀體驗等活動。通過這些活動不斷開闊青年員工的視野，豐富青年員工精神文化生活。

本年度，公司團委榮獲「全國五四紅旗團支部(團總支)」榮譽稱號。



(II) Recruitment and Labor Standards (continued)

4. Employee Care

We organize a variety of employee activities, such as employee games, basketball games, badminton games, singing contests, and speech contests, etc., constantly enriching employees' spare time and enhancing their sense of happiness and belonging.

Enriching employees' spare time

This year, in order to enrich leisure of our employees, we formed an alliance with our sibling units and participated in the basketball, football, and table tennis tournaments held by the Rizhao Port Group and achieved good results. The outstanding employees of the Company participated in cultural and sports activities. They won the first place in women's singles in the Rizhao City Table Tennis Tournament, the third place in women's singles in the Shandong Port Table Tennis Tournament, and the first place in the mixed doubles of the Badminton Tournament. They received thank-you letters from the Municipal Federation of Trade Unions.

Nurture spiritual culture of young employees

We put emphasis on creating the culture of young employees. During the reporting period, the Company carried out the activities for young employees including the educational practices themed "prosper the port and as young employees", debates, speech contests, book sharing activities and the port visit to continuously broaden the horizon of our young employees and enrich the spiritual and cultural life of young employees.

This year, the Company was awarded the honorary title of "National May Fourth Red Flag Youth Branch (General Branch)".

(一) 僱傭與勞工準則(續)

4. 員工關懷(續)

我們定期走訪困難職工，並給予其支持和幫助，讓員工切實感受到來自公司「大家庭」的溫暖。我們關愛女性員工，維護女性員工孕期、產期及哺乳期的合法權益，杜絕性別歧視，定期為女性員工舉辦專題交流活動。

女職工拉拉隊

本年度，由裕廊公司女職工組成的拉拉隊在日照港集團、山東港口集團體育比賽活動開幕式上表演展示，獲得全場觀眾的好評，展現了公司女職工的風採。



5. 溝通

本公司重視員工溝通管理，我們建立線上和線下員工溝通渠道，加強管理層和員工之間、員工相互之間的聯繫。公司定期開展工會主席接待日活動，收集整理員工的合理化建議並及時反饋、優化企業管理。

我們建立公司、站隊、班組三級公開體系，對公司生產經營重大決策、員工考核、績效分配、評先樹優、福利發放等廣大職工關心的熱點、焦點和敏感問題進行公示，接受陽光監督，激發職工群眾參與公司管理的積極性和主動性。

(II) Recruitment and Labor Standards (continued)

4. Employee Care (continued)

We regularly visit employees who are in difficulties, and give them support and help, delivering warmth from the Company to them. We care for female employees, assure their legal rights and interests during their pregnancy, childbirth and breastfeeding, eliminate gender discrimination, and regularly organize special activities for female employees.

Cheerleading team for female employees

In this year, the cheerleading team consisting of Jurong Company's female employees, performed and displayed in the opening ceremony of Rizhao Port Group competition and Shandong Port Group competition, and won full praises and showed the demeanor of female employees of the company.

5. Employee Communication

We have paid high attention to employee communication and established online and offline employee communication channels which can strengthen the relations between management and employees, and among employees. The Company regularly conducts the reception day of the chairman of the labor union, collecting suggestions of employees, and feedbacks in a timely manner to optimize our management.

We have established a three-tiered information disclosure system including the Company, departments, and teams. Within the system, we publicize the company's major production and operation decisions, employee appraisal, performance distribution, evaluation of the best, and welfare, and other hot, focus and sensitive issues that employees care about. We have accepted the "sunlight supervision", stimulating the enthusiasm and initiative of the employees to participate in the company's management.

(二) 發展及培訓

我們重視員工職業發展，設立了《員工培訓管理辦法》，貫徹公司「以人為本」[全面提升員工素質]的培訓思路。我們針對公司各類生產經營活動的需要，為員工組織開展靈活多樣的培訓活動，採取「內培為主、外培為輔」的形式，將集體學習與個人自學相結合，切實提升員工的知識結構和整體素質。

(II) Development and Training

We pay attention to the career development of employees and have established the *Employee Training and Management Measures* (《員工培訓管理辦法》), implementing the company's training concept of "people-oriented" and "comprehensive improvement of employee's capability". In terms of the need of the Company's various production and operation activities, we organized flexible and diverse training activities for employees, adopting the form of "internal training as the main and external training as the supplement" and integrating collective learning and self-learning to effectively improve the knowledge structure and overall capability of employees.

公司培訓類別
Training types
崗前教育培訓

對新員工、轉崗員工進行思想政治、職業道德、規章制度、業務技能等方面的適崗培訓，使其具備履行崗位職責的能力，達到上崗要求。

Pre-job education and training

We provided new employees and transferred employees with pre-job training on political ideology, professional ethics, rules and regulations, business skills, etc., so that they have the ability to perform their duties and meet the job requirements.

崗位培訓

為提高各崗位人員工作效率，增強員工的安全、服務質量意識，根據各工作崗位職責按需施教，有計劃、有針對性地開展培訓。

Job training

In order to improve work efficiency and enhance the safety and quality awareness of the employees, in accordance with the responsibilities of each position, we conducted targeted training according to the needs.

職業技能培訓

根據公司各單位、各部室技術工種崗位的實際情況，制訂切實可行的培訓計劃和方案，合理組織職業技能培訓與鑒定工作，為技能人才培養提供有效途徑。

Vocational skills training

According to the actual situation of the technical positions in the departments of the Company, we formulated practical training plans and programs, organized vocational skills training and appraisal, and provided effective ways for the cultivation of skilled talent.

技術知識培訓

對技術和管理人員進行新設備、新工藝等專項培訓，從而帶動新技術、新方法的應用與推廣。

Technical management training

To drive the application and promotion of new technologies and methods, we organized special training for technical and management personnel on new equipment, new processes, etc.

(二) 發展及培訓(續)

(II) Development and Training (continued)

公司培訓類別 Training types

管理人員培訓

按照規劃和年度計劃，對公司中層以上管理人員開展培訓，提高其專業素養和執行能力。對一般管理人員，開展有針對性的專業技術培訓，包括市場營銷、人力資源管理、財務管理等。

Management training

According to the scheme and annual plan, we conducted the training for middle-level management to improve their professional skills and execution capabilities. For general management, we carried out targeted professional technical training, including marketing, human resource management, financial management, etc.

外部培訓

積極利用外部培訓資源，鼓勵員工參加公司統一組織的外培學習。根據生產需要，安排各單位、部室參加外部相關業務技能培訓。外部培訓由綜合辦公室提前審核，並經公司批准後開展，以保障培訓的效果和質量。外培人員學成後，將自己所學的內容分享給公司相關同事，盡可能擴大外培效果。

External training

We actively make use of external training resources to encourage employees to participate in external training organized by the Company. According to production needs, we arranged departments to attend external business skills training. External training was reviewed in advance by the General Office and was carried out after approval by the Company to ensure the content and quality of training. The external trainees shared what they learned with other employees to share, enlarging the effect of external training.

我們關注青年員工成長，持續鍛造有知識、能創新、勇擔當的青年員工隊伍。通過廣泛開展導師帶徒、QC(質量控制)攻關、技術比武等活動，做好各項青年員工培訓工作，弘揚「工匠精神」「劳模精神」，引導青年員工紮根基層，學知識、學本領、比技能、比貢獻，努力培養高技能青年骨幹人才。

We pay attention to the growth and development of young employees and continue to build a team of young employees with knowledge, innovation and responsibility. Through activities such as apprenticeship, QC (quality control) research, technical competition, etc., we have conducted excellent training of young employees, promoted the “craftsman’s spirit” and “the spirit of model workers”, and guided young employees to learn knowledge from the grass-root, improve skills and make contributions, striving to cultivate young talent.

(二) 發展及培訓(續)**(II) Development and Training (continued)****青春學堂**

本年度繼續着力開展公司青工素質提升工程—「裕廊青春學堂」。學堂以「港口發展需要、青工成長需求」為主線，建立起「自主培訓—自我提升—自發進取」的培訓引導機制，努力「把所有青工盡快培訓成為稱職員工、把優秀青工逐步培養為事業骨幹和帶頭人」，推動「青年建功」「青工建業」兩大工程。「裕廊青春學堂」已成為公司青年員工增長知識、開拓視野、進步提升的青春陣地。本年度，「裕廊青春學堂」被評為集團公司團委、日照港團委首批「團員先鋒隊」。自2016年開課以來，學堂已累計授課超過100節，參與人數1,400餘人次。

我們亦積極開展公司管理人員的相關培訓活動，不斷提升其業務能力水平。

The “Youth School” program

This year, the Company has continuously promoted the implementation of the young employee’s improvement program—the “Youth School”. Based on the “needs of port development and young employees”, we have established the “self-training-self-improvement-self-development” as the guiding mechanism, strived to “train all young employees as competent employees as soon as possible, and cultivate excellent young employees to become leaders”, promoting the two programs of “Youth achievement” and “Youth contribution”. The “Youth School” has already become a youth position for the company’s young employees to increase their knowledge, broaden their horizons, and gain improvement. This year, “Youth School” was awarded as the first batch of “Youth Pioneer Team” by the Group Company Youth League Committee and Rizhao Port Youth League Committee. Since the beginning of the course in 2016, the school has delivered more than 100 lessons, with more than 1,400 participants.

In addition, we actively carried out relevant training for the management to continuously improve their business capabilities.

中層管理人員「安全巡講」

本年度，公司開展中層管理人員「安全巡講」培訓活動，同時以《班組安全手冊》為學習模本，採用模塊化培訓方法，開展包括安全消防知識、青工培訓、班組管理、財務知識、粉塵防爆等多個主題的培訓活動，提升中層管理人員及各部門業務、技術骨幹的安全技能與安全意識，充分發揮好「關鍵少數」作用，為推動公司改革發展做出相應貢獻。

The “Safety Tour” for middle-level management

This year, the Company carried out the “safety tour” training activities for middle-level managers. At the same time, using the *Team Safety Manual* (《班組安全手冊》) as the learning model and adopting the modular training method, we carried out multiple themes of training activities, including safety and fire protection knowledge, young worker training, team management, financial knowledge, and dust explosion protection. The training activities enhanced the safety skills and awareness of middle managers and business and technical backbones of various departments, gave full play to the role of the “critical minority”, and made corresponding contributions to the promotion of the company’s reform and development.



公司通過先進的港口設施與卓越的運營效率，構築了行業領先的綜合集疏運能力。我們打造「靠泊能力大、卸船效率高、倉儲能力強、疏港速度快」的服務口碑，提升綜合競爭力和國際影響力，致力於成為有擔當、有作為、創新和開放的港口新高地。

(一) 提升品質

提供卓越的服務是提升客戶滿意度的關鍵。本公司制定並實施了《服務質量管理辦法》《貨運質量管理辦法》《貨運服務質量監視測量控制程序》《不合格品控制程序》等符合ISO 9001標準的質量控制政策、規則和程序，設立了六項服務承諾，全面提升服務質量管理，規範運營環境，確保為客戶提供高質量的港口服務。

The Company has built an industry-leading integrated collection and distribution capacity relying on our advanced port facilities and excellent operational efficiency. We build a service reputation of “large berthing capacity, high unloading and transport efficiency, robust storage capacity, and superior discharging capacity” to enhance comprehensive competitiveness and international influence. We strive to become a leading port with responsibility, achievements, innovation, and openness.

(I) Promoting Quality

Ensuring excellent service quality is essential to customer satisfaction improvement. Including *Service Quality Management Measures* (《服務質量管理辦法》), *Freight Quality Management Measures* (《貨運質量管理辦法》), *Freight Service Quality Monitoring and Measurement Control Procedures* (《貨運服務質量監視測量控制程序》), *Non-conforming Product Control Procedures* (《不合格品控制程序》), the Company has implemented a set of quality control policies, rules and procedures that comply with the ISO 9001, set up six service commitments, comprehensively improved service quality management, standardize the operating environment, and ensure that customers are provided with high-quality port services.

(一) 提升品質(續)

(II) Promoting Quality (continued)

六項服務承諾

Six service commitments

卸船效率高

Large berthing capacity

西5#泊位大豆卸船時間不超過3天，西18#大豆卸船時間不超過3.5天，木片自卸船時間不超過4天(單船貨物)。

The time for unloading soybeans in West-5 berth shall not exceed 3 days, the time for unloading soybeans in West-18 berth shall not exceed 3.5 days, and the time for unloading woodchips shall not exceed 4 days (single ship cargo).

疏港速度快

High unloading and transport efficiency

糧食類貨物火車平均在港停時不超過7小時，汽運疏港平均在港停時不超過80分鐘/車。

The average time for grain cargo trains to stop at the port shall not exceed 7 hours, and the average time for the delivery truck to stop at the port shall not exceed 80 minutes/truck.

計量精度高

High measuring accuracy

確保卸船計量精度控制在2%以內。

We ensure that the unloading measurement accuracy is controlled within 2%.

數據提供及時

Timely data provision

對客戶所需的倉容、倉溫等生產數據，確保每日9點前提供。

We ensure that the production data including storage capacity and storage temperature required by customers are provided before 9 o'clock every day.

意見反饋快

Quick feedback

堅持以客戶為中心，落實「首問負責制」，對客戶提出的問題和要求盡速落實，不能立即解決的3天內給予答覆和反饋。

We adhere to the customer-centric management, implementing the "guaranteed satisfactory solution system". We solve the problems and meet the requirements of the customers in a timely manner and give feedback for any those long-term problems within 3 days.

廉潔自律嚴

Integrity and self-discipline

不接受客戶、司機饋贈的禮金、禮品、卡券、宴請等，不刁難客戶、不「吃拿卡要」。

It is prohibited to accept money, gifts, card coupons, banquets, etc. from customers and drivers, and create difficulties for customers.

(一) 提升品質(續)

1. 生產效率提升

我們秉承「我用心，您放心」的服務宗旨，協調各部門職責，構建以接卸效率為核心的生產組織機構；積極開展生產攻堅行動和課題攻關，不斷提升服務效率和質量。

調度

調度中心應用「系統效率再提升攻堅小組」研究成果，瞄準制約效率的瓶頸問題，優化卸船方案，科學規劃倉儲，充分發揮生產組織龍頭作用。

操作

操作隊卸船司機技能精湛、操作精準，門機和卸船機配合默契、晝夜不間斷生產。裝車隊不斷優化裝車工藝及流程，開展技術突破，提升自動化水平，保障裝車效率和質量。

營銷

營銷中心以客戶為中心，踐行六項服務承諾，加強與各方的溝通協調，全力提升客戶滿意度。本年度公司新增三個業務組，不斷健全市場開發體系。

維修

維修隊着力強化設備保障，加強重點部位監護，最大限度發揮系統能力，保障系統效率。

(II) Promoting Quality (continued)

1. Production Efficiency Improvement

Adhering to the service purpose that “we work hard to let you rest assured”, we coordinate the responsibilities of various departments and build a production organization centered on unloading and transport efficiency. We actively carry out tackling key actions of production and research issues, continuously improving service efficiency and quality.

Dispatch

Applying the research results of the “System Efficiency Improvement Team”, the Dispatch Centre targets at addressing bottleneck of efficiency constraints, optimizes the unloading plan, and plans scientific storage, giving full play to the leading role of the production organization.

Operation

The ship unloading driver of the operation team has superb skills and precise operation. The superb skills and precise operation of operation team’s unloading drivers, and the tacit cooperation of the port crane team and unloading team, ensure an uninterrupted production day and night. The loading team continuously optimizes the loading process, makes technological breakthroughs and improves the level of automation to ensure loading efficiency and quality.

Marketing

With customer-centric, the Marketing centre implements six service commitments, strengthens communication and coordination with all parties, and strives to improve customer satisfaction. This year, the Company added three new business groups to improve the market development system.

Maintenance

The Maintenance Team focuses on equipment assurance and monitoring of key parts to maximize the system capabilities and ensure system efficiency.

(一) 提升品質(續)

1. 生產效率提升(續)

我們持續追求卓越，不斷優化作業流程，提供快捷優質服務。2020年，我們成立散糧、木薯乾突擊小組，與大豆小組聯合推進散糧市場業務；木片與植物油業務板塊成立聯合突擊小組，形成市場開發合力；貨運質量、計劃管理組與物流組形成生產保障突擊小組，不斷提升工作效率，維持品牌優勢。2020年，本公司大豆完成862萬噸、玉米完成141萬噸、植物油完成38萬噸，吞吐量均創最高紀錄。我們同時刷新了各項生產紀錄27項，生產效率大幅提升，散糧系統效率同比增長5%，木片系統效率同比增長13%。

全年糧食吞吐量超千萬噸

本年度公司組織大豆接卸大會戰，大豆單月吞吐量首次實現過百萬噸，公司創造了單季度262萬噸、三個月糧食接卸量突破100萬噸的歷史最好成績。

2020年12月18日，我們舉辦了「山東港口日照港進口糧食過千萬噸客戶座談會」，分享及加強與各方經驗交流，提升公司在行業內的影響力，不斷鞏固本公司在全國沿海港口糧食業務的領先地位。



(II) Promoting Quality (continued)

1. Production Efficiency Improvement (continued)

We continue to strive for excellence, continuously optimize the operation process, and provide fast and high-quality services. In 2020, we set up a bulk grain and dried cassava commando to form a bulk grain market synergy with the soybean group; a joint commando group for wood chips and vegetable oil were founded to form a development synergy. Freight quality and planning management group, and the logistics group formed a production quality assurance group, improving efficiency continuously and maintaining a brand advantage. In 2020, the Company produced 8.62 million tons of soybeans, 1.41 million tons of corn, and 0.38 million tons of vegetable oil, all of which set a record for throughput. At the same time, we refreshed 27 production records, and the production efficiency was greatly improved. The efficiency of the bulk grain system increased by 5% year-on-year, and the efficiency of the wood chip system increased by 13% year-on-year.

Annual grain throughput exceeded 10 million tons

This year, the Company organized a soybean unloading conference. For the first time, the throughput of soybeans in a single month exceeded one million tons. The Company created a record of 2.62 million tons in a single quarter and 1 million tons in three months.

On December 18, 2020, we held the "Symposium for Shandong Port Rizhao Port Imported Grain Over 10 Million Customers" to share and strengthen exchanges of experience with all parties, enhanced the company's influence in the industry, and continued to consolidate the company's presence in the country with a leading position in the grain business of coastal ports.



(一) 提升品質(續)

2. 一站式服務

我們十分關注客戶對一站式「全程物流」服務的需求。為降低客戶的綜合物流成本，公司自2018年起開始提供一站式「全程物流服務」，圍繞「港口+鐵路+海運」，不斷探索創新業務模式。

全程物流服務

我們充分利用「公轉鐵」政策優勢，將全程物流服務向中西部地區延伸，為中西部企業制定「門到門」全程物流運輸服務，努力為客戶節省時間。同時，我們申請鐵路運費下浮政策，降低客戶費用，提升經濟效益。

2020年，「日照—嘉祥」全程物流全年累計發運貨物70萬噸，有效保障了貨物運輸效率，充分滿足客戶於日照港的貨物中轉需求。

(II) Promoting Quality (continued)

2. One-stop “Berth to Factory” Service

We are aware of the customer’s demand for a one-stop “berth to factory” service. In order to reduce the comprehensive logistics cost of our customers, we have started to provide one-stop “berth to factory” service since 2018, and continue to explore new business models around “ports + railways + shipping”.

Integrated logistics solutions

We make full use of the advantage of rail services policy to extend the whole logistics service to the central and western regions, and develop “on-site services” whole logistics transportation service for the central and western enterprises to save clients’ time. Meanwhile, in order to reduce clients’ cost, we apply for the policy of floating railroad freight rate, and achieve good economic benefits.

In 2020, “Rizhao-Jiaxiang” has shipped accumulatively 700,000 tons of cargoes, which effectively ensured the efficiency of manufacturers’ start-up and stabilized clients’ transit in Rizhao port.

(二) 技術創新

公司碼頭配備高度自動化的輸送帶及管道系統，配套建有業界領先的糧食筒倉倉容。我們的木片接卸系統可直接與主要客戶的生產設施和港口堆場相連，提升了接卸效率。智能理貨小車實現了理貨智能化，提高生產效率。我們亦通過技術創新和引進先進設備，不斷提升服務效率和質量。

(II) Technological Innovation

The Company's wharf has been equipped with a highly automated and efficient conveyor belt and pipeline system, and the industry's leading grain silo storage capacity. Our woodchip unloading and transport system is directly connected to the production facilities of major customers and port yards, greatly improving the unloading efficiency. The application of Intelligent Tally Cart has realized intelligent tally and improved the production efficiency. According to our business development and customer needs, we have continuously improved service efficiency and quality through technological innovation and advanced equipment.

智能理貨小車

面對裝車和卸車環節人工掃卡存在的問題，我們基於物聯網和移動互聯網技術，創新研發出新型移動掃描終端——「智能理貨小車」。該終端具有數據傳輸高效穩定、移動靈活等特點，實現了裝車和卸車環節「無人化」「不停車」，實現降本增效。2020年11月，「新型智能理貨終端研發與應用」榮獲中國港口協會頒發的中國港口協會科技進步獎三等獎。



Intelligent tally cart

Faced with the problems of manual card scanning during loading and unloading process, we developed a new mobile scanning terminal based on the Internet of Things technology and Internet technology, namely, the "Intelligent Tally Cart". It has the characteristics of efficient and stable data transmission and flexible mobility, and has realized the "unmanned" and "non-stop" of loading and unloading, which reduces the cost and increases efficiency. In November 2020, the "R&D and Application of New Intelligent Tally Terminals" won the third prize of the China Ports Association Science and Technology Progress Award issued by the China Ports Association.



我們對生產作業、汽運出港方面進行信息化改造，形成「智慧港口」創新發展新優勢。本年度，除實現筒倉無人裝汽車、無人裝火車、無人檢斤三項「無人化」流程外，我們在「無人化」技術方面新增無人裝車漏斗、智能閘口、自動發卡機以及流程在線監測預警系統，不斷提升工作效率。

We carried out informatization transformations in production operations and outbound automobile transportation to form a new advantage in the innovation and development of the "smart port". This year, in addition to the realization of the three "auto unmanned" processes – auto loading of cars and trains, and auto unmanned inspections, we have added unmanned loading hoppers, intelligent gates, automatic card issuance machine and online process monitoring and early warning system, continuously improving work efficiency.

(二) 技術創新(續)

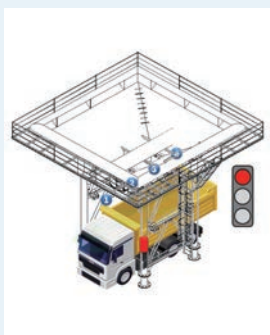
(II) Technological Innovation (continued)

無人裝車漏斗

Unmanned loading funnel

通過RFID車輛識別、4G無線通訊、車輛定位監測、物料自動判斷、車輛自動導引等技術，我們實現了裝車作業的「無人化」。

We realizing the “unmanned” loading operation through RF1D vehicle identification, 4G wireless communication, PLC automatic control, vehicle positioning monitoring, automatic material judgment, automatic vehicle guidance and other technologies, automatic loading and etc.

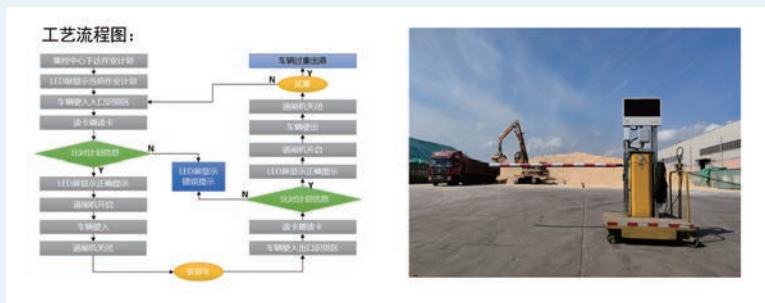


智能閘口

Intelligent gate

智能閘口實現了智能管控貨運車輛出入裝卸場地，集合了疏港、運輸流程業務的自動處理，實時記錄生產數據，從而實現單貨場智能管控，為全面實現無人智能貨場提供技術保障。

The intelligent gate has realized the intelligent management and control of freight vehicles entering and exiting the loading and unloading yard, integrating the automatic processing of port deportation and transportation processes, and recording production data in real time, thus realizing the intelligent management and control of a single yard. The intelligent gate provides technical support for the comprehensive realization of an unmanned intelligent yard.



(二) 技術創新(續)

(II) Technological Innovation (continued)

自動發卡機

基於二維碼識別技術、RFID自動識別技術、計算機信息處理技術、自動控制技術以及伺服控制技術，我們實現軟硬件系統集成，全自動、無幹預地完成汽運司機自助排隊、換卡等業務，取代人工發卡，提升發卡效率。

Automatic card issuance machine

Based on QR code recognition technology, automatic identification technology, computer information processing technology, automatic control technology and servo control technology, we have realized the integration of software and hardware systems, and completed the automatic and non-interventional business of auto driver queuing and card replacement, replacing manual card issuance and improving card issuance efficiency.

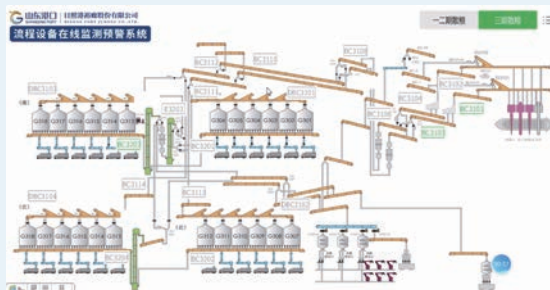


流程在線監測預警系統

基於移動互聯網技術和傳感器技術，客戶可以通過PC端和移動端掌握設備的運行狀況，並及時發現設備運行隱患，實現遠程監控和早期預警。

Online process monitoring and early warning system

Based on mobile Internet technology and sensor technology, customers can track the operating status of the equipment through the PC and mobile terminals, and discover hidden dangers in the equipment operation in time, realizing remote monitoring and early warning.



(二) 技術創新(續)

圍繞港口生產建設工作，我們鼓勵員工開展創新增效活動並取得一系列成果。我們依照《中華人民共和國專利法》等相關法律法規開展知識產權保護工作，保護員工及公司發明創造，避免侵犯他方權利。截至本報告期末，本公司擁有實用新型專利3項。

(三) 服務客戶

我們遵循公平競爭原則，按照《中華人民共和國公司法》《中華人民共和國反不正當競爭法》《中華人民共和國廣告法》等相關法律要求，反對任何限制市場競爭的行為，堅持規範市場推廣活動，避免誇大宣傳。報告期內，本公司已與日照港集團簽訂了商標許可協議，獲許將「日照港」商標用於本公司業務經營目的。

憑藉有利的地理位置、業界領先的集疏運能力及誠信的品牌聲譽，我們已與多家優質客戶建立了穩定的業務合作關係。我們制定了《顧客關係管理辦法》《諮詢、投訴管理辦法》《顧客溝通與顧客滿意度測量控制程序》等多項制度，保障客戶切身利益。我們從客戶角度出發，考慮客戶的綜合物流成本，為客戶提供適合其需求的運輸計劃和方案，控制成本，實現雙贏。我們協調整合港口相關資源，包括物流、海鐵聯運、政策信息資源，提升港口競爭力，增加客戶粘性。

(II) Technological Innovation (continued)

Regarding port production and construction, we encourage employees to carry out innovative and efficiency-improving activities and have achieved a series of results. To protect employees and the Company's inventions, and avoid infringement of other parties' rights, we have carried out intellectual property rights protection activities in accordance with the *Patent Law of the People's Republic of China* (《中華人民共和國專利法》) and other relevant laws and regulations. As of the end of the reporting period, we had 3 utility model patents.

(III) Customer Services

Complying with the principle of fair competition, and in accordance with relevant laws and regulations including the *Company Law of the People's Republic of China* (《中華人民共和國公司法》), the *Anti-Unfair Competition Law of the People's Republic of China* (《中華人民共和國反不正當競爭法》) and the *Advertising Law of the People's Republic of China* (《中華人民共和國廣告法》), we resist any behavior that restricts market competition, implement compliant marketing and avoid exaggerate publicity. During the reporting period, the Company has signed a trademark licensing agreement with Rizhao Port Group Co., Ltd and was allowed to use the "Rizhao Port" trademark for business purposes.

With a favorable geographical location, industry-leading collection and distribution capacity and a strong brand reputation, we have established stable relationships with many high-quality customers. We have formulated the *Customer Relationship Management Measures* (《顧客關係管理辦法》), the *Consultation and Complaint Management Measures* (《諮詢、投訴管理辦法》), the *Control Procedures of Customer Communication and Customer Satisfaction Measurement* (《顧客溝通與顧客滿意度測量控制程序》) and other relevant regulations to protect customers' interests. From the perspective of customers, we consider customers' comprehensive logistics costs, and provide customers with transportation plans and programs that suit their needs, controlling costs and achieving a win-win situation. To enhance our competitiveness and maintain customer relationships, we coordinate and integrate port-related resources, including logistics, waterway and highways, and policy information resources.

(三) 服務客戶(續)

報告期內，我們設立「品控數據服務中心」，圍繞六大核心業務流程，梳理出6大類、22項、44個業務板塊，識別出160餘項關鍵過程環節並進行優化。「品控數據服務中心」為客戶提供「一站式」服務流程，獲得了客戶認可與好評。

公司已建立完善的客訴制度和處理流程，我們通過網站、電話和線下渠道受理客戶諮詢與反饋。同時，我們建立了貨運和服務質量專項管理制度，設立24小時監督投訴受理電話和意見箱，及時處理客戶投訴。報告期內，客戶投訴結案率達100%。

本公司已建立與信息安全和客戶隱私保護相關的保密管理制度，加強客戶隱私保護。我們按員工不同職級為其設定客戶檔案查閱權限，盡量縮小接觸客戶資料人員的範圍；對於不同貨種業務設立獨立的銷售小組，減少客戶信息泄露風險。

(III) Customer Services (continued)

During the reporting period, we set up a “Quality Control Data Service Center”, which was centered on the six core business processes, with 6 categories, 22 items, and 44 business segments, and we identified and optimized more than 160 key process areas. The “Quality Control Data Service Center” provides customers with a “one-stop” service process, which has been well recognized and praised by customers.

The Company has established a comprehensive customer complaint system and handling process. We handle customer inquiries and feedback through website, phone and offline channels, etc. Meanwhile, we have established a special management system for freight and service quality, set up a 24-hour telephone and suggestion box to supervise complaint handling, and handle customer complaints in a timely manner. During the reporting period, the customer complaint closing rate reached 100%.

To protect client privacy, we have established confidentiality management system related to information security and privacy protection. We set restricted access to customer file according to positions, and minimise the scope of personnel who have access to customer data. Also, for different cargo types, we set up independent sales teams to reduce the risk of customer information leakage.

(一) 陽光採購

我們制定了《招投標、比價管理辦法》《業務項目外包控制程序》等相關制度，規範招標採購流程，推行陽光採購。除雜品類、加工件等小額物資由公司直接採購外，大額物資採購均依託日照港集團招標採購中心進行。針對採購金額達5萬元及以上的項目，公司均採用公開招標形式完成。我們嚴防招標過程中的串標和圍標行為，並及時公佈招標結果。必要時，我們邀請外部專家共同參與評標會，保障評標過程的公平公正。

(二) 供應商管理

我們制定了《物資供應商管理辦法》《物資管理制度》，建立了完善有效的供應商管理體系，規範相關管理工作，嚴格執行供應商審批流程，審核供應商准入資質，降低供應鏈環境與社會風險。

我們在與供應商簽訂的合同協議中納入了社會責任相關內容條款，包括職業健康安全、環境管理、廉潔誠信經營及質量體系認證等。我們每年對供應商進行綜合能力評估，對於低分供應商進行警示，對不合格供應商實行清退，嚴重不合格者將被列入黑名單，終止提供未來合作機會。

(I) Sunshine Procurement

To standardize the bidding and procurement process and promote open and transparent procurement, we have formulated the *Tendering and Bidding Management Methods* 《招投標、比價管理辦法》 and the *Procedures for Controlling Outsourcing Business Projects* 《業務項目外包控制程序》 and other relevant regulations. Except for small-value materials such as miscellaneous items and processed parts that are directly purchased by the company, large-value material purchases are all carried out relying on the Rizhao Port Group Bidding and Purchasing Center. For projects with a purchase amount of RMB50,000 and above, the Company adopt public bidding process. We strictly prevent any behaviors of bid-rigging in the bidding process, and transparently announce the bidding results in a timely manner. When necessary, we will invite external experts to participate in the bid evaluation meeting to ensure the fairness and justice of the bid evaluation process.

(II) Supplier Management

We have formulated the *Material Supplier Management Measures* (《物資供應商管理辦法》) and the *Material Management System* (《物資管理制度》), and established a comprehensive and effective supplier management system to standardize relevant management. We strictly implement the supplier approval process, and review supplier qualifications to reduce the supplier environment and social risks.

We have contained clauses relating to social responsibility in the contract agreements signed with suppliers, including occupational health and safety, environmental management, integrity operation and quality system certification. Every year, we conduct comprehensive capability assessments of suppliers, in which we warn low-scoring suppliers and remove unqualified suppliers. Seriously unqualified suppliers will be blacklisted and will be terminated from any cooperation opportunities.

(一) 廉潔管理

我們嚴格遵循國家在反賄賂、反欺詐、防止勒索及反洗錢等方面法律法規，結合行業風險點，制定並不斷完善相關制度，以建設「清廉港口」為目標，從嚴管理，建立誠信道德的運營環境。

我們制定了《反舞弊及投訴舉報工作制度》，加強公司治理和內部控制，降低經營風險，防止舞弊行為。公司內部審計部門堅持懲防並舉、重在預防的原則，加強內部審計監督，督促各部門建立健全各業務流程的內部控制體系。我們明確各部門主要負責人為反腐第一責任人，並簽訂責任書。同時，我們開展業務流程及崗位職責風險點自查工作，編製公司權力運行圖，形成自上而下的廉潔風險防控機制。

我們承諾開展業務時遵守適用的法律和法規，包括在適用於本公司交易情況下，遵守美國財政部外國資產管制辦公室（OFAC）的相關規定。為加強反洗錢及美國財政部外國資產管制辦公室（OFAC）合規管理工作，本公司建立了有效的反洗錢合規管理體系，制定《反洗錢及OFAC合規管理工作辦法》，以防範各類洗錢活動。

(II) Integrity Management

We strictly comply with the national laws and regulations related to anti-bribery, anti-fraud, anti-extortion and anti-money laundering. Considering industry risks, we have formulated a complete anti-fraud management system. With the goal of building an “integrity port”, we have conducted strict management, and established an honest and ethical operating environment.

We have formulated the *Anti-fraud and Complaint Reporting Regulation* (《反舞弊及投訴舉報工作制度》) to strengthen corporate governance and internal control, reduce operating risks, and prevent fraud. The Internal Audit Department adheres to the principle of “punishment and prevention, with emphasis on prevention”, strengthens internal audit and supervision, and urges all departments to establish and improve the internal control system for each business process. We have clarified that the principals in charge of each department are the first responsible people for anti-corruption and signed letter of responsibility. At the same time, we carried out self-examination of business processes and job responsibilities and risk points, compiled the company’s accountability and authority operational chart, and formed a top-down integrity risk prevention and control mechanism.

We are committed to complying with applicable laws and regulations when conducting business, including relevant regulations of the Office of Foreign Assets Control of the United States Treasury Department (“OFAC”) the applicable to the Company’s transactions. In order to strengthen anti-money laundering and compliance management of the OFAC, we have established an effective anti-money laundering and OFAC compliance management system, and formulated the *Anti-Money Laundering and OFAC Compliance Management Measures* (《反洗錢及OFAC合規管理工作辦法》) to prevent all kinds of money laundering activities.

(二) 舉報處理

我們設立了多種反舞弊舉報渠道，以擴大信息收集範圍。員工及社會各方可通過電話、信函、郵件等途徑舉報公司或員工的舞弊行為，包括對公司及員工違反職業道德情況的投訴、舉報。

公司綜合辦公室負責受理並記錄實名或匿名舉報，同時向管理層報告並及時調查處理，將調查處理後的報告材料及時立卷歸檔。對於舉報案件，我們均及時開展調查，對於發現的制度和流程缺陷採取適當、有效的補救措施，並及時評估改善效果。對於觸犯法律的案件，移送司法機關依法處理。

我們禁止任何形式的打擊報復行為，嚴格保護投訴人、舉報人及調查人員的權利與安全。對違規泄露舉報人員信息或對舉報人採取打擊報復的行為，我們將嚴肅處理。

本報告期內，我們並未發現重大貪污和違規舞弊事件。

(三) 宣傳培訓

本公司積極開展反舞弊、反貪污培訓宣導活動。通過向管理層和員工開展反貪腐警示教育，開展「不擔當、不作為」問題專項整治行動，不斷加強全體員工的紀律意識和合規意識。

我們重視員工意識形態培養工作，制定了《員工愛崗敬業十項承諾》，壓實「兩個責任」，本報告期內共開展警示教育12次，總有1,350人次參與。我們同時通過通訊報道及微信公眾號文章開展廉潔宣傳，營造公司廉潔氛圍。

(II) Reporting Process

We have established a variety of anti-fraud reporting channels to expand the scope of information collection. Employees and all parties in the society can report frauds of the company or employees through telephone, letter, email, etc., including complaints and reports on violations of professional ethics involving the Company and employees.

The Company's the General Office takes the responsibility of accepting real-name or anonymous reports, recording and reporting to management, timely conducting investigation and processing, and then filing the report materials. For reported cases, we conduct investigations in a timely manner. For system and process deficiencies discovered, we take appropriate and effective remedial measures and evaluate the improvement effects in a timely manner. For cases that violate the law, we transfer them to judicial organs for handling in accordance with the law.

We prohibit any form of retaliation and strictly protect the rights and safety of complainants, whistleblowers and investigators. We will seriously handle those behaviors that leak the information of the informant in violation of regulations or take retaliation against the informant.

During the reporting period, we did not find any major corruption and irregularities.

(III) Media Communication and Training

The Company actively carries out anti-fraud and anti-corruption training and publicity activities. By carrying out anti-corruption warning education to management and employees and carrying out special rectification actions on the issue of "non-accountability and inaction", we have continuously strengthened the awareness of discipline and compliance of all employees.

We attach great importance to employee ideology training and have formulated the *Ten Commitments for Employee's Dedication and Engagement towards work* (《員工愛崗敬業十項承諾》), emphasizing the "two responsibilities". During the reporting period, we conducted warning education 12 times, with a total of 1,350 participants. At the same time, we actively propagandize integrity through newsletters and WeChat articles, creating an atmosphere with integrity.

承擔社會責任

UNDERTAKE SOCIAL RESPONSIBILITY

我們持續與週邊社區建立溝通渠道，了解社區需求，積極開展各類公益活動，包括扶貧項目、志願者活動等，用實際行動回饋社會，履行「企業公民」責任。憑藉多年來我們在企業社會責任領域的突出表現，2020年8月裕廊公司榮登「2020年金蜜蜂企業社會責任•中國榜」。

(一) 扶貧幫扶活動

我們積極開展「困難幫扶」「愛心捐助」活動，通過走訪慰問困難職工，向困難群眾傳遞公司溫暖和親切的關懷。本年度，我們共走訪困難職工8人，發放慰問金及米、油等生活物資，公司累計捐款3萬餘元。

(二) 青年志願者活動

我們將「裕廊青春學堂」內容不斷延伸擴展，組織團員青年參加「創城文明交通志願者」「暖冬行動」「青春扶貧」「疫情防控，青年先行」等志願服務活動，以青春正能量回饋社會。2020年，公司成立多支「青年突擊隊」，青年員工踴躍簽署「請戰書」，圍繞重點工作開展攻關，與全國疫情防控工作「同頻共振」，湧現出一批青年戰疫榜樣。我們開展「抗擊疫情青春裕廊在行動」線上學習分享活動，宣傳疫情防控知識，架起一座抗疫連心橋；在「抗擊疫情青工需求調查」活動中，我們為外地青年員工送去了速食食品和防護用品，叮囑青工注意防護、勞逸結合，為抗擊疫情貢獻力量。我們先後組織各類服務活動20餘次，通過各類活動展現了港口青年積極向上、樂於奉獻的陽光形象。

We continue to establish communication channels with surrounding communities, understand their needs, and actively carry out various public welfare activities, including poverty alleviation programs, volunteer activities, etc. We give back to society through practical actions, and fulfill our social responsibilities as a “corporate citizen”. We continue to establish communication channels with the surrounding communities, understand community needs, and actively carry out various charity activities, including poverty alleviation projects, volunteer activities, etc. We give back to the society with practical actions and fulfill our responsibilities as a “corporate citizen”. Relying on our outstanding performance in the field of corporate social responsibility over the years, in August 2020, Jurong was listed on the “2020 Golden Bee CSR-China List”.

(I) Poverty Alleviation and Assistance Activities

We actively carried out the activities of “Assistance in Difficulties” and “Love Donations”. Through visits and condolences to the needy employees, we conveyed the company’s warm and cordial care to the needy people. This year, we visited 8 employees in need, distributed solatium and daily necessities such as rice and oil. The Company has donated more than RMB30,000 in total.

(II) Youth Volunteer Activities

We continue to extend and expand the content of “Youth School” program, and have organized youth members to participate in voluntary service activities such as “City Creation Civilization Transportation Volunteers”, “Warm Winter Action”, “Youth Poverty Alleviation”, “Youth Actions on Pandemic Prevention and Control” and other voluntary service activities, giving back positive youth energy to society. In 2020, the Company established many “Youth Commando Teams”. Young employees enthusiastically signed the “Petitions” to carry out research on key tasks and “resonate with the national Covid-19 prevention and control work”, emerging a number of youth role models for fighting the epidemic. We launched an online learning and sharing activity of “Youth Jurong in Action against the Epidemic” to promote knowledge of epidemic prevention and control, and built a bridge to fight against the epidemic. In the “Investigation on the Needs of Young Workers in the Fight against the Epidemic”, we sent fast food and protective equipment to young employees from other places, urged them to pay attention to protection, work and rest, and contributed to the fight against the epidemic. We have successively organized various of service activities more than 20 times, in which port youths were all positively enthusiastic and willing to contribute, showing their shining image through these activities.



附錄：香港聯交所《環境、社會及管治報告指引》內容索引表

APPENDIX: HONG KONG STOCK EXCHANGE ESG REPORTING GUIDE CONTENT INDEX

ESG指引內容 ESG Guide		對應章節 Correspondent Chapters
環境 Environmental	A1排放物 A1 Emissions	
	一般披露 General Disclosure	環境管理體系 Environmental Management System
	有關廢氣及溫室氣體排放、向水及土地的排污、有害及無害廢棄物的產生等的： Information on:	排放物管理 Emission Management
	(a) 政策；及 (a) the policies; and	
	(b) 遵守對發行人有重大影響的相關法律及規例的資料。 (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste.	
	註：廢氣排放包括氮氧化物、硫氧化物及其他受國家法律及規例規管的污染物。 <i>Note:</i> Air emissions include NOx, SOx, and other pollutants regulated under national laws and regulations.	
	溫室氣體包括二氧化碳、甲烷、氧化亞氮、氫氟碳化合物、全氟化碳及六氟化硫。 Greenhouse gases include carbon dioxide, methane, nitrous oxide, hydrofluorocarbons, perfluorocarbons and sulphur hexafluoride.	
	有害廢棄物指國家規例所界定者。 Hazardous wastes are those defined by national regulations.	

ESG指引內容 ESG Guide	對應章節 Correspondent Chapters
環境 Environmental	
A1.1 排放物種類及相關排放數據。 A1.1 The types of emissions and respective emissions data.	排放物管理 Emission Management 關鍵環境績效 Environmental Key Performance Indicators
A1.2 溫室氣體總排放量(以噸計算)及(如適用)密度(如以每產量單位、每項設施計算)。 A1.2 Greenhouse gas emissions in total (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	關鍵環境績效 Environmental Key Performance Indicators
A1.3 所產生有害廢棄物總量(以噸計算)及(如適用)密度(如以每產量單位、每項設施計算)。 A1.3 Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	關鍵環境績效 Environmental Key Performance Indicators
A1.4 所產生無害廢棄物總量(以噸計算)及(如適用)密度(如以每產量單位、每項設施計算)。 A1.4 Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	關鍵環境績效 Environmental Key Performance Indicators
A1.5 描述減低排放量的措施及所得成果。 A1.5 Description of measures to mitigate emissions and results achieved.	環境管理體系 Environmental Management System
A1.6 描述處理有害及無害廢棄物的方法、減低產生量的措施及所得成果。 A1.6 Description of how hazardous and non-hazardous wastes are handled, reduction initiatives and results achieved.	排放物管理 Emission Management 環境管理體系 Environmental Management System 排放物管理 Emission Management

附錄：香港聯交所《環境、社會及管治報告指引》內容索引表(續)
Appendix: Hong Kong Stock Exchange ESG Reporting Guide Content Index (continued)

ESG指引內容 ESG Guide		對應章節 Correspondent Chapters	
環境 Environmental	A2資源使用 A2 Use of Resources	一般披露 General Disclosure	環境管理體系 Environmental Management System
		有效使用資源(包括能源、水及其他原材料)的政策。 Policies on the efficient use of resources, including energy, water and other raw materials.	能源資源使用 Use of Energy and Resources
		註：資源可用於生產、儲存、運輸、樓宇、電子設備等。 <i>Note:</i> Resources may be used in production, in storage, transportation, in buildings, electronic equipment, etc.	
		A2.1 按類型劃分的直接及／或間接能源(如電、氣或油)總耗量(以千個千瓦時計算)及密度(如以每產量單位、每項設施計算)。	關鍵環境績效 Environmental Key Performance Indicators
		A2.1 Consumption by type (e.g. electricity, gas or oil) in total (kWh in '000s) and intensity (e.g. per unit of production volume, per facility).	
		A2.2 總耗水量及密度(如以每產量單位、每項設施計算)。	關鍵環境績效 Environmental Key Performance Indicators
		A2.2 Water consumption in total and intensity (e.g. per unit of production volume, per facility).	
		A2.3 描述能源使用效益計劃及所得成果。	能源資源使用 Use of Energy and Resources
		A2.3 Description of energy use efficiency initiatives and results achieved.	
		A2.4 描述求取適用水源上可有任何問題，以及提升用水效益計劃及所得成果。	能源資源使用 Use of Energy and Resources
A2.4 Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency initiatives and results achieved.	關鍵環境績效 Environmental Key Performance Indicators		
A2.5 製成品所用包裝材料的總量(以噸計算)及(如適用)每生產單位估量。	不適用 Not Applicable		
A2.5 Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced.			

ESG指引內容 ESG Guide		對應章節 Correspondent Chapters
環境 Environmental	A3環境及天然資源 A3 The Environment and Natural Resources	
	一般披露 General Disclosure	加強環境管理 Strengthen the Environment Management
	減低發行人對環境及天然資源造成重大影響的政策。 Policies on minimizing the issuer's significant impacts on the environment and natural resources.	
	A3.1 描述業務活動對環境及天然資源的重大影響及已採取管理有關影響的行動。 A3.1 Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.	踐行綠色環保 Practicing Green
社會 Social	B1僱傭 B1 Employment	
	一般披露 General Disclosure	僱傭與勞工準則 Recruitment and Labor Standards
	有關薪酬及解僱、招聘及晉升、工作時數、假期、平等機會、多元化、反歧視以及其他待遇及福利的： Information on:	
	(a) 政策；及 (a) the policies; and	
	(b) 遵守對發行人有重大影響的相關法律及規例的資料。 (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare.	
	B1.1 按性別、僱傭類型、年齡組別及地區劃分的員工總數。 B1.1 Total workforce by gender, employment type, age group and geographical region.	僱傭與勞工準則 Recruitment and Labor Standards
	B1.2 按性別、年齡組別及地區劃分的員工流失比率。 B1.2 Employee turnover rate by gender, age group and geographical region.	本公司計劃進行細化管理並在未來披露。 The Company plans to refine management and disclose in the future.

ESG指引內容 ESG Guide		對應章節 Correspondent Chapters	
社會 Social	B2健康與安全 B2 Health and Safety	一般披露 General Disclosure	牢築安全基石 Enhance Safety Management
		有關提供安全工作環境及保障僱員避免職業性危害的： Information on:	
		(a) 政策；及 (a) the policies; and	
		(b) 遵守對發行人有重大影響的相關法律及規例的資料。 (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to providing a safe working environment and protecting employees from occupational hazards.	
		B2.1 因工作關係而死亡的人數及比率。 B2.1 Number and rate of work-related fatalities.	本公司計劃進行細化管理並在未來披露。 The Company plans to refine management and disclose in the future.
		B2.2 因工傷損失工作日數。 B2.2 Lost days due to work injury.	本公司計劃進行細化管理並在未來披露。 The Company plans to refine management and disclose in the future.
		B2.3 描述所採納的職業健康與安全措施，以及相關執行及監察方法。 B2.3 Description of occupational health and safety measures adopted, and how they are implemented and monitored.	牢築安全基石 Enhance Safety Management

ESG指引內容 ESG Guide		對應章節 Correspondent Chapters	
社會 Social	B3發展及培訓 B3 Development and Training	一般披露 General Disclosure	發展與培訓 Development and Training
		有關提升僱員履行工作職責的知識及技能的政策。描述培訓活動。 Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities.	
		註：培訓指職業培訓，可包括由僱主付費的內外部課程。 Note: Training refers to vocational training. It may include internal and external courses paid by the employer.	
		B3.1 按性別及員工類別(如高級管理層、中級管理層等)劃分的受訓員工百分比。 B3.1 The percentage of employees trained by gender and employee category (e.g. senior management, middle management).	本公司計劃進行細化管理並在未來披露。 The Company plans to refine management and disclose in the future.
		B3.2 按性別及員工類別劃分，每名員工完成受訓的平均時數。 B3.2 The average training hours completed per employee by gender and employee category.	本公司計劃進行細化管理並在未來披露。 The Company plans to refine management and disclose in the future.

ESG指引內容 ESG Guide		對應章節 Correspondent Chapters	
社會 Social	B4勞工準則 B4 Labor Standards	一般披露 General disclosure	僱傭與勞工準則 Recruitment and Labor Standards
		有關防止童工或強制勞工的： Information on:	
		(a) 政策；及 (a) the policies; and	
		(b) 遵守對發行人有重大影響的相關法律及規例的資料。 (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child and forced labor.	
		B4.1 描述檢討招聘慣例的措施以避免童工及強制勞工。 B4.1 Description of measures to review employment practices to avoid child and forced labor.	僱傭與勞工準則 Recruitment and Labor Standards
		B4.2 描述在發現違規情況時消除有關情況所採取的步驟。 B4.2 Description of steps taken to eliminate such practices when discovered.	僱傭與勞工準則 Recruitment and Labor Standards
	B5供應鏈管理 B5 Supply Chain Management	一般披露 General Disclosure	助力夥伴共贏 Promote Employee Development
		管理供應鏈的環境及社會風險政策。 Policies on managing environmental and social risks of the supply chain.	
		B5.1 按地區劃分的供應商數目。 B5.1 Number of suppliers by geographical region.	本公司計劃進行細化管理並在未來披露。 The Company plans to refine management and disclose in the future.
		B5.2 描述有關聘用供應商的慣例，向其執行有關慣例的供應商數目、以及有關慣例的執行及監察方法。 B5.2 Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, how they are implemented and monitored.	陽光採購 Sunshine Procurement 供應商管理 Supplier Management

ESG指引內容 ESG Guide		對應章節 Correspondent Chapters	
社會 Social	B6產品責任 B6 Product Responsibility	一般披露 General Disclosure	追求卓越運營 Pursue Excellent Operations
		有關所提供產品和服務的健康與安全、廣告、標籤及私隱事宜以及補救方法的： Information on:	
		(a) 政策；及 (a) the policies; and	
		(b) 遵守對發行人有重大影響的相關法律及規例的資料。 (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress.	
		B6.1 已售或已運送產品總數中因安全與健康理由而須回收的百分比。 B6.1 Percentage of total products sold or shipped subject to recalls for safety and health reasons.	不適用 Not Applicable
		B6.2 接獲關於產品及服務的投訴數目以及應對方法。 B6.2 Number of products and service-related complaints received and how they are dealt with.	本公司計劃進行細化管理並在未來披露。 The Company plans to refine management and disclose in the future.
		B6.3 描述與維護及保障知識產權有關的慣例。 B6.3 Description of practices relating to observing and protecting intellectual property rights.	技術創新 Technological Innovation
		B6.4 描述質量檢定過程及產品回收程序。 B6.4 Description of quality assurance process and recall procedures.	不適用 Not Applicable
		B6.5 描述消費者數據保障及私隱政策，以及相關執行及監察方法。 B6.5 Description of consumer data protection and privacy policies, how they are implemented and monitored.	服務客戶 Customer Services

附錄：香港聯交所《環境、社會及管治報告指引》內容索引表(續)
Appendix: Hong Kong Stock Exchange ESG Reporting Guide Content Index (continued)

ESG指引內容 ESG Guide		對應章節 Correspondent Chapters	
社會 Social	B7反貪污 B7 Anti-corruption	一般披露 General disclosure	誠信合規經營 Perfect Integrity
		有關防止賄賂、勒索、欺詐及洗黑錢的： Information on:	
		(a) 政策；及 (a) the policies; and	
		(b) 遵守對發行人有重大影響的相關法律及規例的資料。 (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to bribery, extortion, fraud and money laundering.	
	B7.1 於匯報期內對發行人或其員工提出並已審結的貪污訴訟案件的數目及訴訟結果。 B7.1 Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the reporting period and the outcomes of the cases.		本報告期內，我們並未發現重大貪污和違規舞弊事件。 During the reporting period, the Company did not find any major bribery, extortion, fraud or money laundering case.
	B7.2 描述防範措施及舉報程序，以及相關執行及監察方法。 B7.2 Description of preventive measures and whistle-blowing procedures, how they are implemented and monitored.		舉報處理 Reporting Process

ESG指引內容 ESG Guide		對應章節 Correspondent Chapters	
社會 Social	B8社區投資 B8 Community Investment	<p>一般披露 General Disclosure</p> <p>有關以社區參與來了解營運所在社區需要和確保其業務活動會考慮社區利益的政策。 Policies on community engagement to understand the needs of the communities where the issuer operates and to ensure its activities take into consideration the communities' interests.</p>	<p>承擔社會責任 Undertake Social Responsibility</p>
		<p>B8.1 專注貢獻範疇(如教育、環境事宜、勞工需求、健康、文化、體育)。 B8.1 Focus areas of contribution (e.g. education, environmental concerns, labor needs, health, culture, sport).</p>	<p>承擔社會責任 Undertake Social Responsibility</p>
		<p>B8.2 在專注範疇所動用資源(如金錢或時間)。 B8.2 Resources contributed (e.g. money or time) to the focus area.</p>	<p>承擔社會責任 Undertake Social Responsibility</p>