

LESSO 联塑

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

Incorporated in the Cayman Islands with limited liability

於開曼群島註冊成立的有限公司

Stock Code 股份代號：2128

CREATE A RELAXING LIFE
為居者構築輕鬆生活

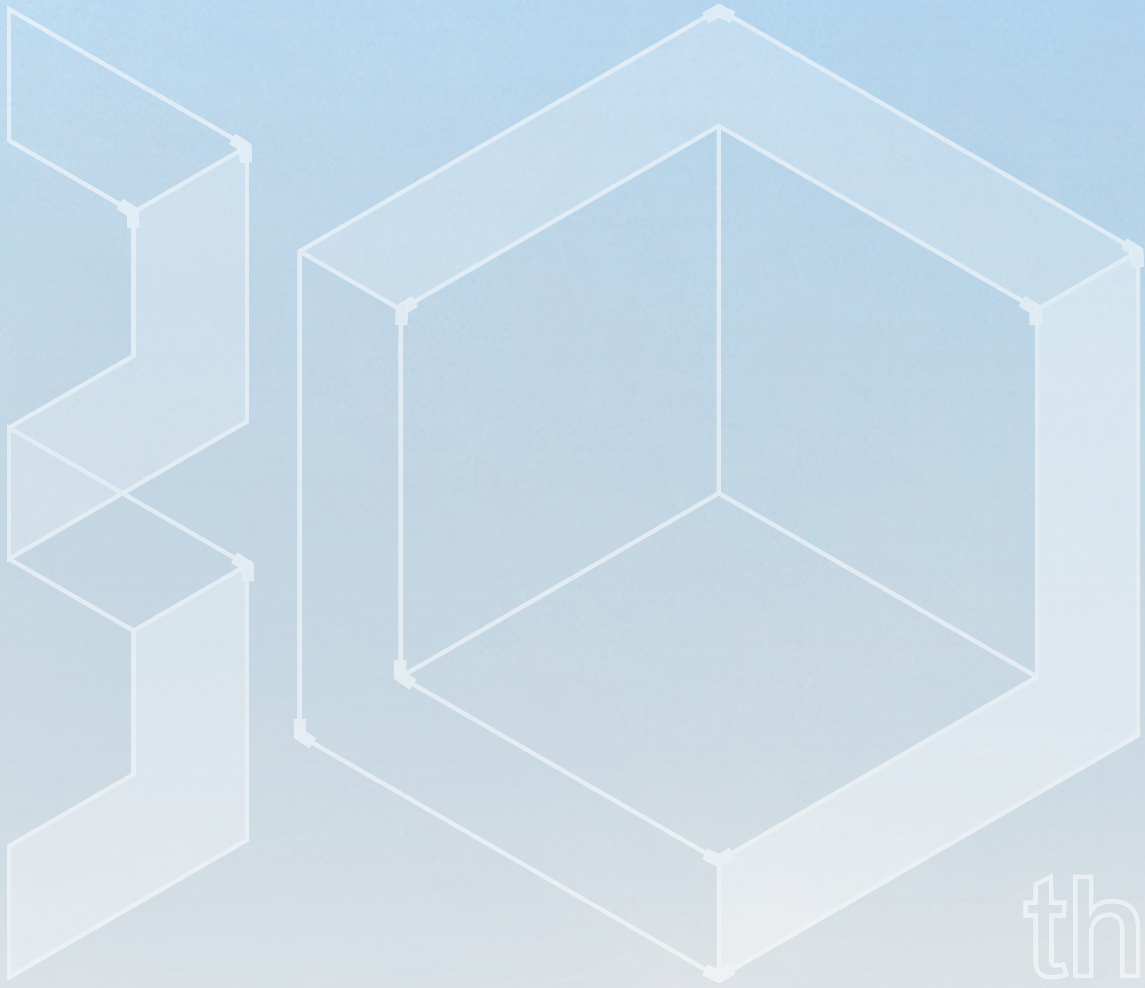


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2016

CORPORATE SOCIAL RESPONSIBILITY REPORT

企業社會責任報告



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ABOUT THIS REPORT

This is the second corporate social responsibility report by China Lesso Group Holdings Limited and its subsidiaries. The report systematically explains the company's philosophy of corporate social responsibility, and its practices and performance in fulfilling its corporate social responsibility towards shareholders, customers, business partners, the environment, employees and society. It also covers the company's outlook for its endeavours to serve customers and society.

PERIOD COVERED BY THIS REPORT

This report principally covers a period from 1 January 2016 to 31 December 2016, and part of both the previous financial year and the year 2017.

SCOPE OF THIS REPORT

This report covers the performance of China Lesso Group Holdings Limited and its domestic subsidiaries, but does not include that of its overseas subsidiaries.

DEFINITIONS

For the purposes of expression and readability, China Lesso Group Holdings Limited ("China Lesso" or "Company"), which together with its subsidiaries, is referred to as the "Group" or "We" in this report.

BASIS OF PREPARATION

The majority of the contents disclosed in this report is prepared according to The Environmental, Social and Governance Reporting Guide of The Stock Exchange of Hong Kong Limited, and the G4 Sustainability Reporting Guidelines of Global Reporting Initiative.

DECLARATION OF THE TRUTHFULNESS, ACCURACY AND COMPLETENESS OF THE DATA

The Company gives its assurance that the contents of this report, for which the Company accepts full responsibility, are true, accurate and complete, and are free of any false statements, misleading representations or material omissions.

CURRENCY

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

ACCESS TO THE REPORT

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

關於本報告

本報告是中國聯塑集團控股有限公司及其附屬公司發佈的第二份社會責任報告，系統披露了集團 2016 年在履行對股東、客戶、合作夥伴、環境、員工和社會等方面的社會責任理念、實踐、績效，以及未來展望。

時間範圍

2016 年 1 月 1 日至 2016 年 12 月 31 日，部分內容往前後年度適度延伸。

報告範圍

本報告涵蓋了中國聯塑控股有限公司及其附屬公司，不包含海外附屬公司。

稱謂說明

為了便於表述和閱讀，在本報告中中國聯塑集團控股有限公司（簡稱「中國聯塑」或「公司」）及其附屬公司統稱「集團」或「我們」。

參照標準

本報告所披露的大部分內容嚴格按照香港交易所《環境、社會及管治報告指引》要求編寫和全球報告倡議組織的《可持續發展報告編寫指南 GRI-G4》標準披露。

數據說明

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

貨幣單位

本報告中所包含的貨幣單位如無特殊說明均為人民幣。

報告獲取

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

01-17

- 01 About this Report
關於本報告
- 04 Chairman's Message
董事長致辭
- 06 About Us
關於我們
- 09 Corporate Governance
公司治理
- 09 Socially Responsible Management of Business
責任管理
- 11 Communication for Corporate Social Responsibility
責任溝通
- 15 Highlighted Issues of Responsibility
責任專題

Products 18-37 產品篇



Building a Happy Home 構築居者幸福之家

- 22 Setting Benchmark for Quality Products in The Industry
打造優質產品，樹立行業標杆
- 29 Building A Flagship Organization for Research and Development through Innovation
專注創新，鑄就科研巨艦
- 35 Full Support to Production Safety
全力保障安全生產

- 52 Improving Environmental Management Systems
完善環境管理體系
- 53 Fostering Environmental Awareness
培養環境保護意識
- 54 Enhance the Efficiency of Resource Utilization
提升資源使用效益
- 58 Reducing Waste Discharges
降低廢棄物的排放



Building A Green Home 呵護居者綠色家園

Environment 50-59 環境篇

- 62 Supporting Community Development
服務社區發展
- 63 Poverty Alleviation
扶貧濟困
- 65 Voluntary Services
志願者活動



Bringing A Warm Touch To The Living Environment 溫暖居者生活氣氛

Society 60-65 社會篇

Services
服務篇 38-43



Paying Attention To Details Of Residents' Home Life To Ensure Customer Satisfaction With Services

融入居者生活點滴

- 40 One-stop Service Platform
一站式服務平台
- 41 High Standards of Service
優質服務水平
- 42 Customer Information Security
客戶信息安全

Partners
夥伴篇 44-49



Working With Business Partners And Residents To Develop The Industry In Harmony With Them

與居者共建和諧產業

- 46 Socially Responsible Supply Chain
責任供應鏈
- 48 Mutually Beneficial Alliance With Various Businesses
共贏產業圈

- 70 Protecting Employees' Rights and Interests
保障員工權益
- 72 Caring About Employees' Development
關注員工發展
- 78 Caring About Employees' Lives
關愛員工生活



**Sharing Results of Development
與居者共享發展成果**

Employees
員工篇 66-79

- 80 Outlook
展望未來
- 81 ESG Performance
ESG 績效
- 88 Honours In Achievements
責任榮譽
- 92 Reader Feedback
讀者反饋

80-92

CHAIRMAN'S MESSAGE

The year 2016 marked the crucial moment for China's evolution into a moderately prosperous society and the country's ongoing supply-side reform. In the urban construction sector, underground infrastructure, sponge cities and urban renewal are crucial to sustainable urban development, and are thus made the three major directions of the sector's supply-side reform. This reform has not only presented new opportunities to the piping industry, but has also posed challenges to the endeavours in innovation, environmental protection, safety and sustainability.

The year 2016 also marked the 30th anniversary of the establishment of China Lesso. For the past three decades, China Lesso has been adhering to its motto: "Link, Easy, Safe, Share and Open" and has been engaged in transparent communication with stakeholders and joined hands with them to create value consistently for them. China Lesso's missions to create a relaxing life for residents and to fulfil its social responsibility have been integral parts of the company's sustainable development and are the key to a long-lasting business. The essence of the missions permeates all aspects of China Lesso's business management, operation and production.

Excellent quality is the key to enhancing the residents' experience of a happy life. We are at the forefront of the industries of building materials and home furnishings, and have been dedicated to the upgrading of our products, the enhancement of their quality through innovation and our products' safety assurance through stringent control. These measures ensure that each of our products is reliable and safe, and enable our customers to fully enjoy happiness at home.

We serve with dedication and the needs of the people in their home lives. Upholding the tenet that customer satisfaction is our top priority, we have been providing customers with a one-stop convenient service and have been making breakthroughs in this regard. To adapt to the Internet era, we have launched LESSO MALL, LESSO HOME and other projects to make people's lives at home convenient with our electronic and internationalized services.

Through honest communication, we work with residents to build a business harmoniously. For mutual benefits, we communicate and work with business partners with candour, fairness and an open mind. This has also enabled us to share our ideas and practices with both the residents and business partners and promote the development of the industry in harmony with all the stakeholders.

董事長致辭

2016年是中國全面建成小康社會決勝階段的開局之年，也是推進供給側結構性改革的攻堅之年。對城市可持續發展而言，地下基礎設施、海綿城市、舊城改造三大方向是城市建設供給側結構性改革的重點內容，為管道行業新一輪發展帶來機遇的同時，也提出了創新、環保、安全、可持續等多方面的挑戰。

2016年亦是中國聯塑成立三十周年。三十年來，集團始終堅持「傳承、輕鬆、安全、分享、開放」理念，與利益相關方透明溝通、攜手共進，持續為利益相關方創造綜合價值。為居者構築輕鬆生活，主動承擔社會責任已經融入到中國聯塑持續發展、基業長青的血脈中，進入到集團生產經營、管理實踐的各环节裡。

卓越質量，成就居者幸福體驗。我們專注於建材家居行業發展前沿領域，以創新驅動產品更新和質量提升，嚴格控制產品的安全與質量底線，確保每一件產品都能為客戶帶來安心、舒心的使用體驗，享受「家的幸福」。

熱衷服務，融入居者生活點滴。我們秉持「以客戶滿意為宗旨」理念，為客戶提供一站式便捷服務，並不斷突破自我。我們順應「互聯網+」時代潮流，啟動聯塑商城、領尚環球之家等項目，以電子化、國際化的服務，努力讓居者生活更便捷。

誠摯溝通，與居者共建和諧產業。我們以合作共贏的理念為基石，與各合作夥伴誠摯溝通，攜手同行，以開放的心態、公平的機制管理合作夥伴關係，積極分享集團理念與實踐，促進行業發展，與居者共同營造和諧的產業氣氛。

Green operations guarantee a better home for residents. In response to the state's eco-friendly policies, we have implemented a well-established corporate environmental protection system and adopted effective measures to save energy and reduce emission so as to minimize the impact of the production and operation activities on the environment. By fostering environmental awareness of our employees and customers, we aim to maintain ecological harmony and enable residents to enjoy an eco-friendly life.

We are committed to charitable causes in order to foster a compassionate community for the residents. Contributing to the community's development with a passion, enthusiasm and care is our way to give back to society, and as such, we offer voluntary community service in order to promote mutually beneficial development of the community and our company and to create a happy home for residents.

For China Lesso, every employee is a valuable participant in creating value for residents. Putting people first, we strive to inspire employees, in a safe and healthy working environment, to apply their talents to create value, to improve, to develop along with China Lesso, and to share the fruits of their efforts.

In 2016, China Lesso made inspiring achievements in production, operation, and social responsibility with the support from all its stakeholders. I would like to pay my respect on behalf of the Board of Directors to all employees for the unremitting efforts that they have put into China Lesso's development and the fulfilment of its social responsibility. I would also like to extend my sincere thanks to our shareholders, investors, partners and customers for their support and trust! In the future, we will continue to operate our business prudently and responsibly so as to generate returns to all the stakeholders while creating a relaxing life.

綠色運營，呵護居者美好家園。我們積極響應國家環境友好型政策，以完善的企業環保體系、有效的節能減排措施最大限度降低生產運營活動對環境的影響，並積極培養員工和客戶的環保意識，維護生態和諧，致力於令居者享受更環保的生活。

熱心公益，溫暖居者生活氣氛。我們始終以開放的態度服務社區發展，以回饋社區的公益理念向社會傳遞真情與關愛，積極開展志願服務，力求與社區共同發展，與居者共建幸福家園。

對於聯塑而言，每一位員工都是我們為居者創造價值的堅定成員和寶貴財富。我們堅持以人為本，努力讓員工能夠在更加安全、健康的工作環境中發揮才能，創造價值，實現自我提升，與集團共同成長、共享成果。

2016年，中國聯塑在生產經營與社會責任方面均取得了令人鼓舞的成績，集團的成績與進步離不開各界的鼎力支持。在此，本人謹代表董事會對全體員工在過去一年對集團發展和踐行社會責任工作所付出的不懈努力表示誠摯的敬意，對股東、投資者、合作夥伴及客戶等的支持與信任表示衷心的謝意！展望未來，我們將一如既往，以穩健和負責任的運營回報各界，不斷進取，持續為居者構築輕鬆生活。

ABOUT US

COMPANY OVERVIEW

China Lesso Group Holdings Limited (stock code: 2128) is a leading large-scale industrial group that manufactures building materials and interior decoration products in mainland China. The Company was listed on the main board of the Stock Exchange of Hong Kong Limited (SEHK) in June 2010. Headquartered in Shunde, Guangdong province, the Group has 22 production bases in 16 provinces across China, including Guangdong, Guizhou, Sichuan, Hubei, Jiangsu, Anhui, Zhejiang, Henan, Hebei, Heilongjiang, Jilin, Shaanxi, Xinjiang, Hainan, Yunnan and Shandong; and it has a nationwide distribution network. The Group's products are classified into four categories, namely plastic piping (a full range of plastic pipes and pipe fittings applied to such fields as water supply, drainage, power supply and telecommunications, gas transmission, floor heating, fire service and agriculture, etc.), building materials and interior decoration products (a total solution that comprises the production and installation of sanitary fittings and ware, integrated kitchens, systems of doors and windows, decorative plates and fire-fighting equipment; and interior decoration and related services), sales and distribution services (Lesso Mall, Lesso Home and Lesso Finance) and environmental protection business (municipal sewage, river management, soil remediation, underground piping system, infrastructure of a sponge city and production and installation of integrated water purification equipment, etc.).

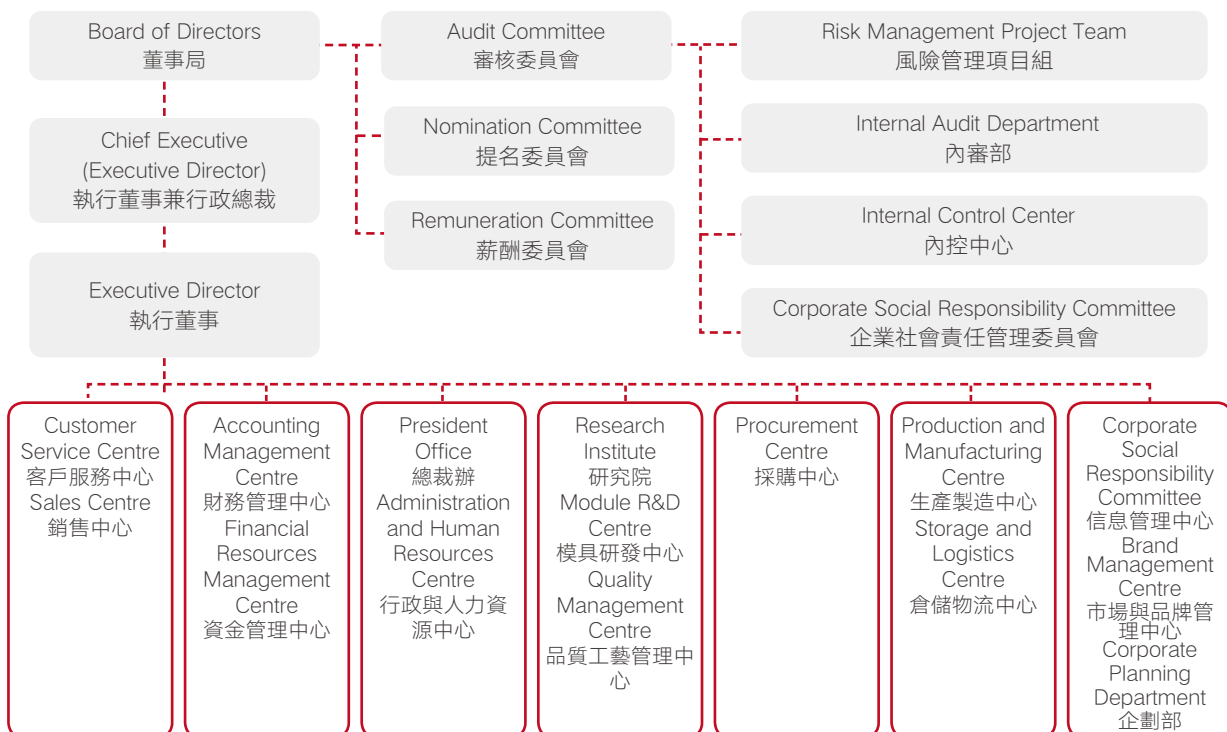
關於我們

公司概況

中國聯塑集團控股有限公司（股票代碼：2128）是中國領先的大型建材家居產業集團，於2010年6月在香港聯合交易所有限公司（聯交所）主板上市。集團總部位於廣東順德，在廣東、貴州、四川、湖北、江蘇、安徽、浙江、河南、河北、黑龍江、吉林、陝西、新疆、海南、雲南及山東等16個省份擁有22個生產基地，並擁有覆蓋全國的分銷網絡。集團產業分為四大業務板塊，覆蓋塑料管道（可提供給水、排水排污、電力通信、燃氣、地暖、消防及農業等領域的全系列管道產品）、建材家居（水暖衛浴產品、整體廚房、門窗系統、裝飾板材及消防器材等，提供從生產、安裝、裝飾到服務的整體解決方案）、渠道與服務（打造聯塑商城、領尚環球之家及聯塑金融）及環保產業（涉及市政污水、河涌治理、土壤修復、地下綜合管廊、海綿城市、一體化淨水設備等項目）。

ORGANIZATIONAL STRUCTURE

組織架構



OUR CULTURE

我們的文化

Taking quality as the lifeline, leading by technology and aiming for customer satisfaction
以品質為生命，以科技為龍頭，以顧客滿意為宗旨

Shaping the future with the present
聯繫現在，塑造未來



OUR BRAND

我們的品牌



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

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

LESSO		
LESSO 聯塑 Create a relaxing life 為居者構築輕鬆生活 Plastic pipes, valves, fire-fighting equipment, sanitary ware products, sealant, offshore aquaculture cages 塑料管道、閘門、消防器材、水暖衛浴、密封料、海洋養殖網箱	LESSO 領尚 Send happiness home through one-stop service 幸福一站到家 Integrated kitchens, systems of doors and windows, wooden doors, decorative plates, water purification equipment, integrated heating system 整體廚房、門窗系統、居家木門、整體衣櫃、裝飾板材、淨水機、集成供暖系統	
LESSO epco China's sizeable provider of household facilities and integrated solution to interior decoration 國內大型住宅設備一體化解決方案提供者 Mass production of interior decoration equipment 住宅內裝設備工業化	EAGO 益高 Smart sanitary system 精智衛浴 Sanitary ware products 衛浴潔具	SKYREACH 聖加 North America high-end materials 北美高端型材 High-end materials 高端型材
LESSO 聯塑 WALTON High quality pipe products 高品質管道產品 Lesso composite pipes, galvanized pipes 聯塑複合管、鍍鋅管	LESSO 萬嘉 Expert in sanitary materials 衛材專家 Sanitary materials 衛生材料	EITI 依達 High-performance materials 高性能型材 Ordinary materials 普通型材
聯塑 商城 E-commerce platform for hardware, electrical equipment and building materials 五金電器建材交易平台 Mechanical hardware, hardware tools, doors and window hardware, sanitary ware products, licensed water supply products, electricity distribution materials, security labor insurance, decorative materials, household products, hardware, electrical equipment and building materials 機械五金、五金工具、門窗五金、水暖衛浴、給排水類、配電材料、電氣照明、安防勞保、裝飾材料、家居用品等，五金電氣建材產品	LESSO HOME World's leading platform for the sale of furniture, building materials and hardware 家居、建材、五金全球銷售平台先行者 Furniture, building materials, ceramics, sanitary products, accessories, lighting, hardware, cupboard, curtain, etc. 傢俱、建材、陶瓷、衛浴、飾品、燈飾、五金、櫥櫃、布藝等	
		 Domestic well-known comprehensive environmental protection service provider 國內知名的環保綜合技術服務提供者 Environmental protection consultation, environmental assessment, design, construction, operation and monitoring 環保諮詢、環評、設計、施工、運營、檢測

CORPORATE GOVERNANCE

The management governs the Group in compliance with the law and regulations. It has established functioning systems for internal control and management and anti-corruption mechanisms to ensure sustainable and healthy development of the Group.

In China Lesso, the chief executive manages the Company based on the decisions made by the board of directors (the "Board"). The Board is comprised of 15 directors, including nine executive directors, one non-executive director and five independent non-executive directors. In order to ensure independence of the respective roles of the Board and the management teams who are in charge of the Group's business administration and operations, the posts of Chairman and Chief Executive are held by different people, namely Mr. Wong Luen Hei and Mr. Zuo Manlun respectively; and the Board established various committees under its supervision, namely the Audit Committee, Nomination Committee and the Remuneration Committee (Please refer to the organizational chart below). Both the chairperson of the Audit Committee and the chairperson of the Remuneration Committee are independent directors. For more information about China Lesso's corporate governance, please refer to the China Lesso's annual report for 2016.

SOCIALLY RESPONSIBLE MANAGEMENT OF BUSINESS

The Group continued to improve its organization of structure and management system for fulfilling its corporate social responsibility, thus further integrating its commitment to corporate social responsibility into its business management and operations.

PHILOSOPHY OF SOCIAL RESPONSIBILITY

The Group is committed to fulfilling its corporate social responsibility and has integrated the relevant practices into its business management and operations. While developing its business, the Group embraces the concept of corporate social responsibility in its business management, and as such, it fulfills its social responsibility towards its stakeholders, thus ensuring sustainable development of both the Group and society.

公司治理

集團堅持依法治企，嚴格遵守各項法律法規要求，建立健全內控管理體系和反腐倡廉制度，為公司持續穩健發展保駕護航。

集團實行董事會領導下的總裁負責制，董事會現時由十五名董事組成，包括九名執行董事，一名非執行董事，以及五名獨立非執行董事。為有效區分董事會管理與集團日常管理及業務運營，集團董事會主席由黃聯禧先生擔任，行政總裁由左滿倫先生擔任，董事會下設審核委員會、提名委員會及薪酬委員會（詳見「組織架構」），更多詳細公司治理信息詳見中國聯塑 2016 年年報。

責任管理

集團持續完善社會責任組織架構和管理體系，推進社會責任與集團管理的全面融入。

社會責任理念

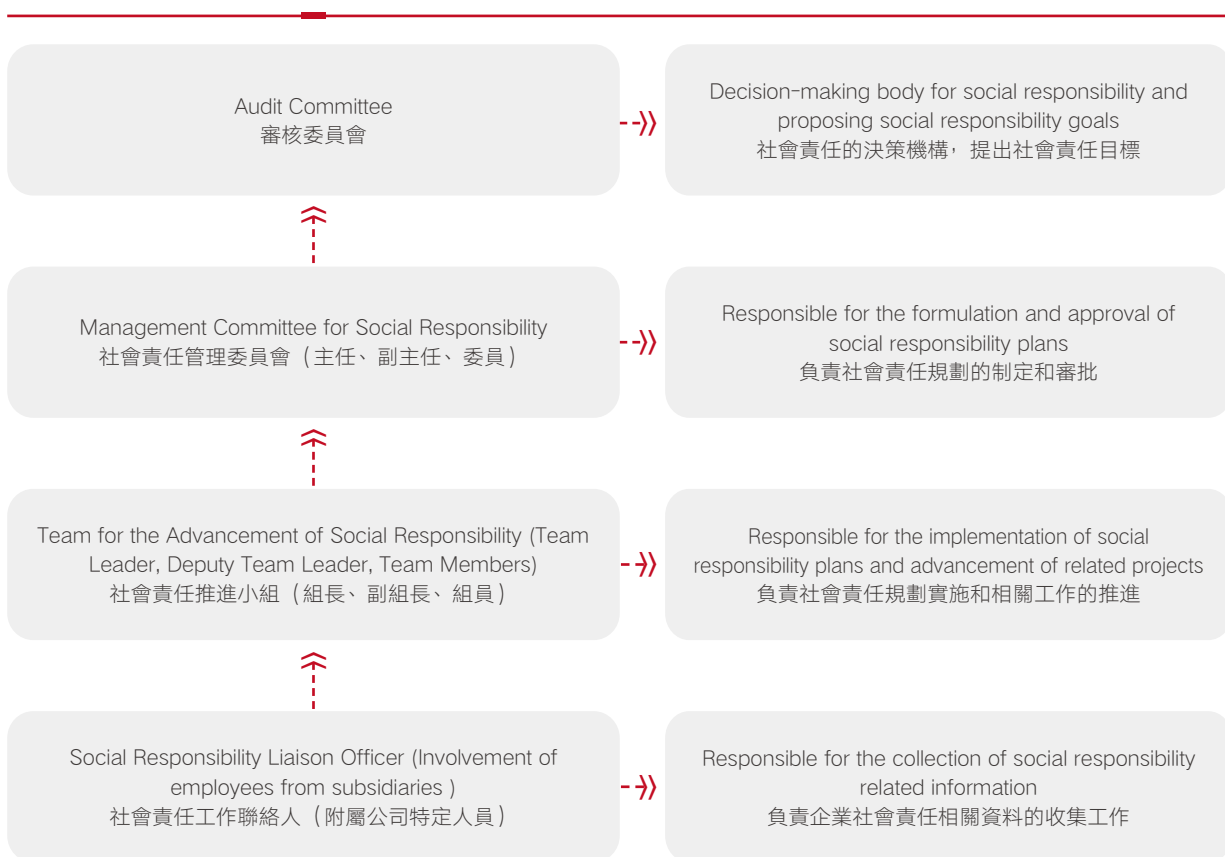
集團積極實踐社會責任管理，將其納入常規管理和業務中。在集團取得自身發展的同時，踐行負責任的管理理念，積極承擔企業對利益相關方應擔的社會責任，致力於集團和社會的可持續發展。

CORPORATE ORGANIZATION FOR FULFILLING SOCIAL RESPONSIBILITY

The Group has been building up its corporate organization for fulfilling its social responsibility, and has set in motion the coordination between corporate social responsibility work units at four levels. The work units perform their duties in five aspects, namely the culture, planning, research, implementation and communication.

社會責任組織架構

集團積極建設社會責任組織架構，並逐步建立「四級聯動」的責任架構，圍繞「責任文化、責任規劃、責任研究、責任實踐、責任溝通」五位一體開展社會責任工作。



MAJOR ASPECTS OF THE FULFILMENT OF CORPORATE SOCIAL RESPONSIBILITY

To achieve sustainable development, the Group has formulated a feasible strategy, incorporated it into the business development strategy, and implemented it as a basic principle. Focusing on the areas of vital importance to stakeholders and the Group, we have set the corresponding goals and a detailed guide for their refinement.

社會責任主要行動領域

為了實現可持續發展目標，集團制定了切實可行的可持續發展戰略，並在實踐層面將其作為基本原則。重點關注對利益相關方和自身具有重大意義的行動領域，設定相應目標和細化的指引。

Product 產品	Service 服務	Business Partner 商業夥伴	Society 社會	Environment 環境	Employee 員工
Provide customers with safe, innovative, diversified and quality products 為顧客提供安全、創新、多元化高質量的產品	Provide customers with a one-stop convenient service, well-established complaint system and protection of customer privacy 為顧客提供一站式便捷服務、健全投訴機制並保護顧客隱私	Encourage and support business partners and suppliers to comply with laws, regulations and moral codes 鼓勵商業合作夥伴和供應商共同遵守法律法規和道德準則，並盡全力給予相應支持	Make active contributions to the social environment beyond the scope of business activities of the Group 在集團經營活動範圍之外為社會環境做出積極貢獻	Continuously build an eco-friendly business guided by the Group's environmental management system 在集團環境管理體系指導下，持續不斷地構建環境友好型企業	Provide competitive working conditions, respect employees, and promote employee development 提供具吸引力的工作條件，尊重員工，促進員工的發展

COMMUNICATION FOR CORPORATE SOCIAL RESPONSIBILITY

責任溝通

COMMUNICATION WITH STAKEHOLDERS

利益相關方溝通

The Group attributes its success to the understanding and support of its stakeholders. Communicating with stakeholders and involving them in the development of the Group are crucial to the latter's sustainability. The Group has established an effective mechanism for communication with stakeholders so it is able to consider and adopt their opinions in its management and operation to ensure mutually beneficial, harmonious and sustainable development.

集團獲得成功有賴於各方理解和支持，利益相關方的溝通和參與是實現企業可持續發展的重要路徑。集團構建有效的溝通機制，不斷加強與各利益相關方的溝通，將利益相關方的意見落實到企業的可持續發展管理和運營中，與各利益相關方實現和諧共贏。

STAKEHOLDERS' EXPECTATIONS AND FEEDBACK

利益相關方期望與回應

Under the principle of mutually beneficial cooperation, the Group has set up systems and mechanism for ensuring sustainable use of resources and scientific planning, and involves the stakeholders in its decision-making process and operations through effective communication. These measures guarantee the rights of the stakeholders to be kept fully informed and allowed to participate in the Group's development in areas in which they have a stake. This enables the Group to maintain mutually beneficial and harmonious relationships with its stakeholders.

集團堅持合作共贏的原則，在與利益相關方有效溝通的基礎上，通過制度安排、資源保障和科學規劃，促進利益相關方參與決策和運營，保障利益相關方的知情權和參與權，構建和諧共贏的利益相關方關係。

Stakeholders 利益相關方	Demands and expectations 要求與期望	Ways To give feedback 回應方式
Employees 員工	Protect legitimate rights and interests; provide opportunities for learning and promotion; realize personal development. 保障合法權益、健康安全，提供學習、晉升的機會和平台，實現個人發展和價值提升	Employees' mailboxes, interviews with employees, labor unions, regular meetings, seminars, trainings, and "Lesso News", a magazine for internal communication 員工信箱、員工訪談、工會、例會、員工座談會、培訓、內刊《聯塑時訊》
Dealers 經銷商	Open, fair and just dealings; provide the dealers with support and do business with them with integrity. 公開公平公正，提供支持，扶植成長，誠信管理	Website, brochures, customer surveys, customer communication platforms 網站、宣傳冊、顧客調查、客戶溝通平台
Suppliers 供應商	Open, fair and just dealings; provide the suppliers with support and do business with them with integrity. 公平公正公開，提供支持，扶植成長，誠信管理	Business communications, supplier meetings, phone calls and interviews with suppliers. 商務交流、供應商會議、電話、訪談
Investors 投資方	Continued improvement of the Group's profitability and core competitiveness; conservation and appreciation of asset value; prudent and steady operation of business. 不斷提高集團盈利能力和核心競爭力，確保資產保值增值，穩健經營	Board of directors' meetings, annual reports, announcements, shareholders' meetings, investors' meetings. 董事會、年度報告、公告、股東大會、投資者會議
Community 社區	Well-managed production, measures to improve the environment to ensure that it is safe and healthy for people to live in; support to charitable causes as a way to give back to society. 文明生產，改善環境，提供安全及健康的生活環境，支持公益事業，回饋社會	Charitable activities, employees' voluntary relief services for victims of natural disasters, official website, annual reports. 慈善公益活動、員工志願者活動、官方網站、年度報告
Customers 顧客	Sincere cooperation, operation with integrity, provision of quality services and safe, eco-friendly products. 真誠合作，誠實經營，提供優質的服務和高質量、安全環保的產品	Giving feedback by phone, mail and other online means; After-sales service; Daily communication. 電話、郵件及線上等反饋 售後服務、日常溝通
Environment 環境	Energy conservation, consumption reduction, solid waste discharge control, environmental protection and beautification 節約能源，降低消耗，控制廢棄物排放，美化環境，保護周邊生態環境	Environmental campaigns; participation in forums on environmental protection; publication and distribution of corporate social responsibility reports. 環保公益活動、環境保護論壇、社會責任報告發佈與宣傳
Government 政府	Follow the government policies and comply with regulations; generate wealth, tax revenue and job opportunities; strengthen supervision at work place and production plants to ensure safety and environmental protection. 執行政策法規，創造更多財富、稅收和就業機會，加強安全監管，保護環境	Participation in conferences, talks, communications and reporting on work. 參加會議、對話，溝通，彙報工作
Media 媒體	Disclosure and dissemination of Information 信息傳播	Interviews, visits, media conferences, official microblog and WeChat account 採訪、參觀、媒體溝通會以及官方微博、微信

IDENTIFICATION OF SUBSTANTIVE ISSUES

實質性議題識別

Under the principle of ensuring sustainable development and involving the stakeholders in its development, the Group has identified substantive issues regarding state policies, corporate strategic development planning, communication with stakeholders and trends in the industry.

集團應用可持續發展背景原則和利益相關方參與原則，參考國家政策、企業戰略發展規劃、與各利益相關方溝通情況以及行業發展趨勢等多方面信息，識別實質性議題。

• Table of Key Issues of Corporate Social Responsibility 企業社會責任關鍵性議題列表

Type 類別	No. 編號	Substantive Issues 實質性議題
Corporate Governance 公司治理	GO-a	Establishment of sustainable development ideas 樹立可持續發展觀念
	GO-b	Corporate management in compliance with the law 依法治企
	GO-c	Business ethics 商業道德
Environmental Protection 環境保護	EN-a	Establishment of environmental management regulations 環境管理制度建設
	EN-b	R&D of eco-friendly products 環保產品研發
	EN-c	Waste discharge management 廢棄物排放管理
	EN-d	Comprehensive utilization of resources 資源綜合利用
	EN-e	Healthy production environment 生產環境健康
Supply Chain 供應鏈	SU-a	Training and support for dealers and suppliers 經銷商和供應商培訓與支援
	SU-b	Mechanism for regular communication with dealers and suppliers 經銷商和供應商常態化溝通機制
	SU-c	Fair procurement 公平採購
Product Responsibility 產品責任	PR-a	Product quality assurance 保障產品質量
	PR-b	Price-performance ratio of products 產品性價比
	PR-c	Product safety 產品安全
	PR-d	Innovative design of products 產品創新設計
	PR-e	Extension of the scope of applications of products 產品應用拓展
Responsibility Towards Community 社區責任	CO-a	Contributing to community development 服務社區發展
	CO-b	Poverty relief 扶貧濟困

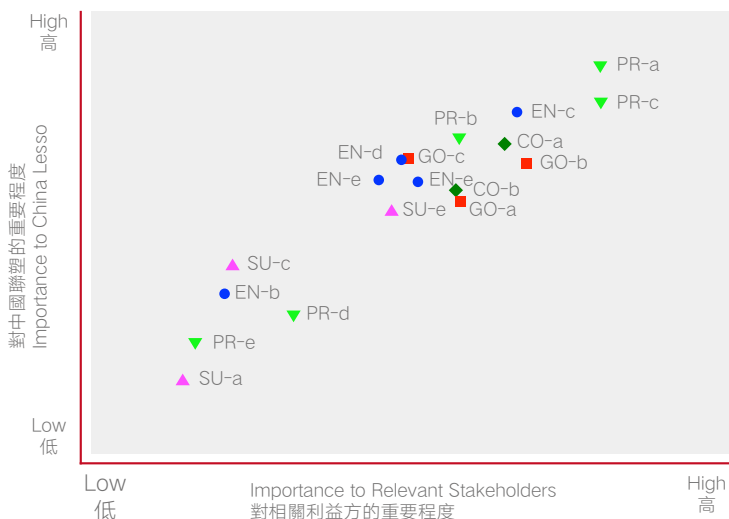
ANALYSIS OF SUBSTANTIVE ISSUES

Through internal and external questionnaire-based surveys and data processing, the Group has analyzed the substantive issues in respect to corporate governance, environment, supply chain, employees and community, from two perspectives, namely one on the importance of such issues to China Lesso and the other one on the importance of such issues to its stakeholders. The varying degrees of importance of these five substantive issues have been recorded accordingly.

With the assistance of an independent consulting firm, the Group has conducted an opinion survey on the stakeholders from two perspectives, namely one on the importance of such issues to China Lesso and the other one on the importance of such issues to its stakeholders. The survey evaluated how well China Lesso had fulfilled its corporate social responsibility in five aspects, namely corporate governance, environmental protection, performance of its products, participation in community's development and its treatment of employees and how much importance the stakeholders attached to such aspects as well as their expectations.

The consulting firm conducted the questionnaire-based survey of the importance attached by investors, community, suppliers, dealers, and government to 18 selected, important issues related to the economic, environmental and social aspects of China Lesso's business. The data and opinions collected were then analyzed and presented in this report. Among the 55 stakeholders surveyed (including China Lesso's employees, customers, suppliers, representatives of the community and investors, etc.), 53 gave valid responses.

After reviewing the survey results, the Group's management has formulated the quantitative Key Corporate Social Responsibility Issues Matrix based on the evaluation by the stakeholders and the scores attained by the Group in key performance indicators. This enabled the Group to ascertain the priority of the substantive issues. Please see the List of China Lesso's Key Corporate Social Responsibility Issues on the previous page for details.



實質性議題分析

集團通過內外問卷調研與數據整理，分析「對中國聯塑的重要程度」及「對利益相關方的重要程度」兩個維度，按照以上五個範疇（公司治理、環境、供應鏈、員工及社區）確定實質性議題優先級別。

集團在獨立第三方顧問公司的協助下對利益相關方意見調查，分析「對中國聯塑的重要程度」及「對利益相關方的重要程度」兩個維度。主要圍繞各利益相關方對公司治理、環境、產品、社區參與、員工五個方面的關注程度以及中國聯塑的實際表現，瞭解其對中國聯塑企業社會責任整體表現的評價和期望。

問卷調查範圍涵蓋投資人、社區、供應商和經銷商、政府，並由相應的管理者完成問卷，結合中國聯塑的業務特性，從經濟、環境、社會等方面的各項議題中初步選出 18 個議題作為考慮事項，供利益相關方評價各個議題對其重要程度，用作分析和選擇納入本報告的重要議題。問卷調研共涉及 55 位利益相關方，收到有效回復 53 份，由中國聯塑的內部（即各級員工）及外部（包括客戶、供應商、社區代表、投資人等）利益相關方完成。

集團的管理層審視了利益相關方調查的結果，綜合利益相關方評分及企業關鍵性評分後，制定量的企業社會責任事項關鍵性矩陣，從而確定實質性議題優先級別。具體事項詳見上頁的「企業社會責任關鍵性議題列表」

- Corporate Management
公司治理
- Environmental Protection
環境保護
- ▲ Supply Chain
供應鏈
- ▼ Product Responsibility
產品責任
- ◆ Community Responsibility
社區責任

Figure: Matrix Diagram of the Priority of Substantive Issues

圖：實質性議題優先級別矩陣圖

HIGHLIGHTED ISSUES OF RESPONSIBILITY

責任專題

The labour productivity of the traditional way of producing pipes has failed to meet the increasing demand of the industry. Furthermore, labour-intensive production with poor working condition is bad for employees' health. Aware of the importance of full automation in pipe production, the Group started to apply automation production technologies in 2012. From 2014 to 2016, the Group invested heavily in automation, and realized a per capita output value growth of 12.51% in 2015, and 4.64% in 2016. The adoption of automation technologies has enhanced both the speed and quality of the Group's development, and greatly reduced the labor intensity, thus providing the employees with a healthy, safe and comfortable working environment.

傳統管道業生產工序不僅令勞動生產率不能滿足日益增長的產業規模需求，而且員工勞動強度大、生產環境較差，對員工的健康也有極大的影響。集團意識到在管道生產中全面實現機械化的重要性，於2012年開始推廣生產自動化技術的應用，並於2014年至2016年間投入鉅資，實現了2015年人均產值提升12.51%、2016年人均產值提升4.64%的業績。自動化技術的推廣應用不僅提高了集團的發展速度和質量，也大幅降低了員工勞動強度，為廣大員工提供健康、安全、舒適的工作環境。

ADVANCE WHOLE-PROCESS AUTOMATION BASED ON ADVANTAGES

立足自身優勢 推動全流程自動化改造

By adopting automated equipment throughout its entire production process and through the improvements, research and development carried out by its high-caliber team, the Group has basically automated its entire production process that encompasses supply of raw materials, production, packaging, warehousing and discharging cargoes. This has enhanced the Group's manufacturing capacity and added impetus to its development.

集團引入全流程生產自動化設備，並依託現有的優秀團隊進行改進與研發，基本實現了包括供料、生產、包裝、倉儲、卸貨等全流程的自動化改造，保證了企業的製造能力，為企業提供了強大的生命力、活力。

CASE Small Reform That Leads to Tremendous Wealth 案例 小改革 大財富

In 2016, Lesso Storage and Logistics Center adopted auto-loading clamp device in its forklift trucks, modified the forklift trucks, renovated the loading area and reinforced the loading platform so that three trucks can be parked there at the same time. The automatic loading system has reduced the need for a huge traffic of workers, minimized the risk of dangers, accelerated the loading process, reduced manpower and time required for loading the cargoes, and thus enhanced the efficiency. Meanwhile, it has also enabled the Group to ship the goods more quickly to their destination, thus eliminating complaints from customers.

集團倉儲物流中心於2016年引進自動裝貨叉車夾設備，並因地制宜進行叉車改造、整改裝貨區、加固裝貨平台等，使之三面可以同時停留三輛貨車。自動裝貨系統的引入，改變了過去裝貨區人流量大、安全隱患多、裝貨慢且不及時的狀況，減少了裝貨的人工與時間，提高了裝貨效率；也使下單的貨物可以更快速的運往需要的地方，減少客戶投訴。



**Central Material Supply System
中央供料系統**

Central material supply system has been fully rolled out and employed in the production of various pipes (pipe fittings). The dust in the employees' working environment is reduced by over 90%, product pass rate improved by 1.89% and losses were lowered by 2.11%.

全面鋪開中央供料系統，應用於各類別的管材（管件）生產，2016年員工工作環境粉塵降低了90%以上，產品合格率提高了1.89%，降低損耗2.11%。



**Auto Metering Formula
配方稱量自動化**

With automatic and mechanized operation, this procedure improves the production efficiency by over 200%, reduces the employee exposure to raw materials by over 90%, and reduces labour intensity by over 80%.

實現了該工序的自動化、機械化操作，2016年生產效率提升了200%以上，減少了員工與原材料的接觸90%以上，同時降低勞動強度80%以上。



**Automatic Raw Material Unloading Equipment
原材料自動卸貨設備**

Optimizes delivery of raw materials, increases dust collection units, alleviates repeated physical labour and in 2016 reduced dust in the work environment by over 85%; beneficial for the protection of employees' health.

優化了原材料輸送環節，增加了粉塵收集機械，減輕員工重複性體力勞動，2016年環境中的粉塵量減少85%以上，有利於員工職業健康的保護。



**Automatic Pipe Fitting Assembly Equipment
管件自動裝配設備**

Alleviates repeated physical labour and transforms employees into machine operators, it also facilitates the standardization of production processes, and boosts the advancement of product quality.

一方面減輕工人重複性體力勞動，使員工轉變成為機器的操作者。另一方面促進了生產過程標準化，從側面上鞭策了產品質量的提升。



**Automatic Pipeline (Pipe Fitting) Packaging Equipment
管材（管件）自動包裝設備**

Online and offline pipeline packaging equipment achieves automated metering, counting, and packaging, thereby achieving an efficiency 5 times that of manual packaging.

全面引入線上及線下管材包裝設備，實現了管件自動稱重計數包裝，包裝效率達到了人工的5倍。



**Research and Development of New Product Supporting Equipment
新產品配套設備研發**

Products and automation installations are developed side by side. Engaging in product development while taking into account humanization, reduction in labor intensity, and freeing the hands of employees.

產品開發與生產自動化設備同步開展，從產品開發源頭作出人性化考慮，降低勞動強度、減少人手操作。

GUARANTEEING EMPLOYEES OCCUPATIONAL HEALTH AND SAFETY

To cope with the new economic situation and changes to society, the Group has been investments in and promoting automation of its production over the years. In the process, the Group has eliminated the obsolete equipment, significantly reduced the labor intensity, and prevented accidents which could have resulted from overwork. The adoption of advanced equipment has led to a dust-free, odor-free and noise-free working environment and lowered the risk of occupational disease, thus guaranteeing the employees occupational health and safety.

保障員工職業健康安全

在面對當前新的經濟形勢、社會轉型時期的背景下，集團持續投資引進與改造生產自動化項目，淘汰老舊設備，大大降低了員工的勞動強度，避免員工因過勞而出現安全事故；通過引進先進設備，為員工創造了無粉塵、無異味、無噪音的「三無」工作環境，保障員工職業健康安全。



CASE China Lesso's Centralized Raw Material Supply System 案例 聯塑中央供料系統

China Lesso rolled out a centralized raw material supply system from 2014 to 2016 at its eight companies, including its headquarters in the Shunde and Heshan Lesso. The centralized raw material supply system is fully used in the production of various types of pipes and pipe fittings, including PVC water pipes, PVC drain pipes, PVC wiring ducts and pipes. Complete with a dust collection system, the centralized raw material supply system has enabled the Group to realize a centralized control of its operations, centralized input of raw materials, automatic measuring of raw materials, and conveyance of mixed materials through pipes. The conveyance of raw materials through a system of pipelines has reduced the effects of external factors on the raw materials, lowered the dust in the air and the loss of raw materials, thus realizing clean production and improving the working environment.

2014年至2016年期間，集團全面展開中央供料系統的應用，範圍覆蓋了集團總部、鶴山聯塑實業發展有限公司等8家公司，中央供料系統全面應用於PVC給水、PVC排水、PVC線槽線管等多個類別的管材（管件）生產。中央供料系統的投入使用實現了中央控制操作、原料集中投放、原料自動計量、混料管道輸送並配套了相關粉塵收集系統。系統物料均採用管道輸送，降低外界因素對原料的影響，減少了環境中的粉塵與原材料的損耗，實現了清潔生產，優化了員工的工作環境。



Centralized Raw Material Supply System
中央供料系統

PRODUCTS

BUILDING A HAPPY HOME

產品篇

構築居者幸福之家

Manufacturing good products, creating good experiences and enhancing the sense of happiness is the philosophy that the Group has been exploring and adhering to over the past 30 years. In order to let the users experience a happy and easy life at home, the Group has taken stringent measures to ensure the safety and quality of its products and to develop and innovate high-quality products.

製造好產品，創造好體驗，提升家庭幸福感，是集團 30 年來不斷思索和踐行的幸福哲學理念。集團精心呵護廣大用戶的幸福輕鬆生活，從生產環節至安全品質嚴格把關，創新研發高質量產品，提升消費者的家居幸福感，造就用戶「幸福·家」體驗。



th





Total Number of approved patents

授權專利總數

1,267

Total Investment of R&D and technical innovation

科研開發和技術創新總投入

514 million RMB
百萬元

Dedicated to providing customers with high-quality building materials and interior decoration products, we have developed over 10,000 types of products in the categories of plastic piping, building materials, sales and distribution channel service and environmental protection.

集團致力於為大眾提供高質量的建材家居產品，產品及服務涵蓋塑料管道、建材家居、渠道服務、環保產業等領域，目前擁有10,000多種產品。

Pipeline Products 管道產品

We can provide a whole-series of pipeline products for water supply, drainage, sewage discharge, power, telecommunications, gas, floor heating, fire control and agriculture.

可提供給水、排水排污、電力通信、燃氣、地暖、消防及農業等領域的全系列管道產品。

Channel Service 渠道服務

Through LESSO MALL and LESSO HOME, we have built the business model of "Internet+ home furnishings and building materials and hardware + physical mall" so as to become an industry leading channel and service provider.

打造聯塑商城與領尚環球之家，構建國內「互聯網+家居建材五金+實體商城」商業模式，力求成為行業內優秀的管道與服務商。



Building Materials and Home Furnishings 建材家居

Committed to creating a relaxing life, we provide integrated solutions ranging from production, installation and decoration to service.

提供從生產、安裝、裝飾到服務的整體解決方案，致力於為居者構築輕鬆生活。



01 Wardrobe
衣櫃



02 Systems of doors and windows
門窗



03 Sanitary ware products
衛浴系統



04 Bathtub
浴缸



05 Switch
電掣



06 integrated kitchens
整體廚房



07 Sink
洗碗槽



08 Water tap
水龍頭



09 Floor heating
地暖



10 Plastic pipes and pipe fittings
管道及管件



Environmental Industry 環保產業

We build a green life for residents through municipal sewage, river improvement, soil restoration, underground utility tunnels, sponge cities and integrated water purification equipment programs.

涉及市政污水、河涌治理、土壤修復、地下綜合管廊、海綿城市、一體化淨水設備等項目，為居者打造綠色生活。

SETTING BENCHMARK FOR QUALITY PRODUCTS IN THE INDUSTRY

Guided by its concept of "troika" (production technique, quality control and assurance about product quality) in quality management, the Group emphasizes overall quality control and stringent control over each step in the production process. This enables China Lesso to give customers its assurance about the safety and quality of its products.

打造優質產品，樹立行業標杆

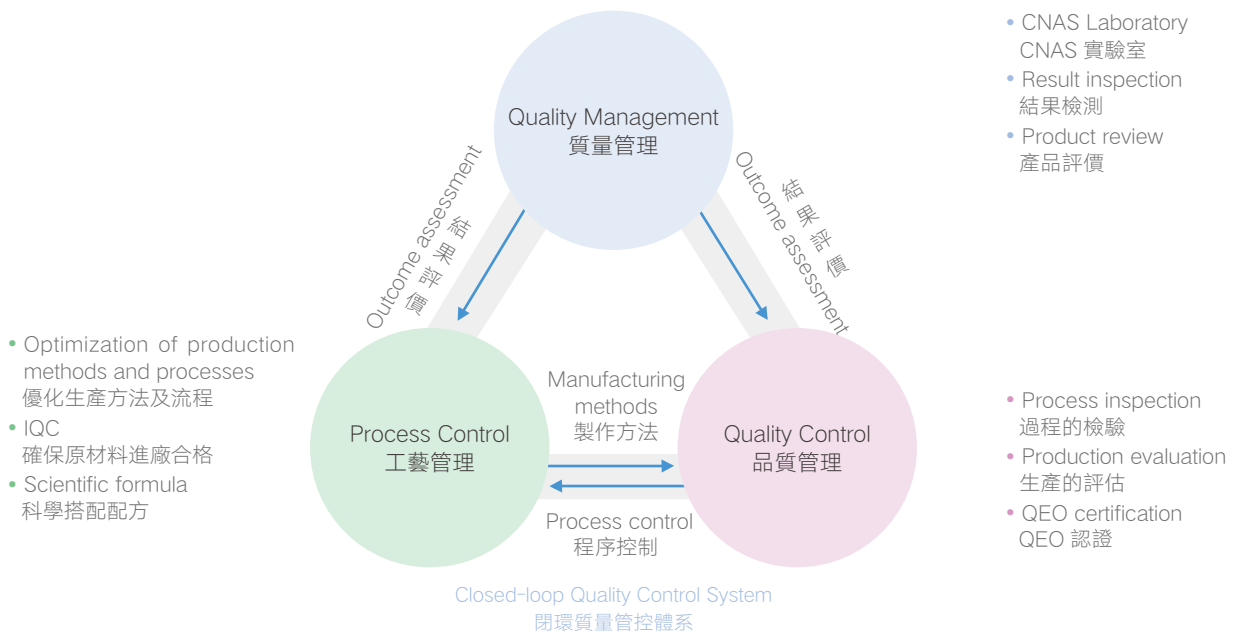
集團堅持工藝 - 質量 - 品質「三駕馬車」的質量管理理念，強調產品質量的全方位管控，對質量的每一個環節嚴格把關，確保我們的產品是消費者放心的選擇。

ESTABLISHING CLOSED-LOOP QUALITY CONTROL SYSTEM

Group has established closed-loop system for quality management that encompasses the management of production techniques, quality control and assurance about the product quality. The system enables mutual supervision and support and coordination between different divisions, and encompasses production methods, process control and evaluation of the results in a closed loop, thus ensuring the product quality.

構建閉環質量管控體系

集團建立「工藝管理 - 質量管理 - 品質管理」的閉環質量管理體系，相互監督、支持協同，通過製造方法、程序控制、結果評價等環節形成閉環管控，在機制上有力保障產品質量。



Notes:

CNAS is the abbreviation for China National Accreditation Service for Conformity Assessment, and it is a national accreditation body established and authorized by Certification and Accreditation Administration of the People's Republic of China ("CNCA"). CNAS is responsible for certification and accreditation services for laboratories and related organizations. An organization accredited by CNAS means that it has the technical capacity to provide inspection and calibration services in accordance with relevant certification and accreditation rules.

QEO is an integrated system of quality management, environmental management, and occupational health and safety management.

注釋:

CNAS 是中國合格評定國家認可委員會 (China National Accreditation Service for Conformity Assessment) 的簡稱，是由國家認證認可監督管理委員會批准設立並授權的國家認可機構，統一負責對認證機構、實驗室和檢查機構等相關機構的認可工作。獲取該認證表明實驗室具備按相應認可準則開展檢測和校準服務的技術能力。

QEO 是由質量管理體系、環境管理體系以及職業健康安全體系形成的綜合管理體系。

CASE 案例 Stay True to Quality 不忘質量初心

Chen Yong, a model worker for quality assurance of the year 2015 from our Xinjiang-based subsidiary, always carries a warehousing notebook with her at work to keep track of each product entering the warehouse. In case of any problems with product quality, she will immediately inform the quality inspector and workshop shift leader so as to screen out defective pipes and pipe fittings to ensure that 100% of the products entering the warehouse pass the quality assurance examination. It is the quality control personnel who stay true to quality and perform their duties with a strong sense of responsibility like Chen Yong in their seemingly boring and complex daily quality inspections that prevent the entry of defective products into the warehouse. Because of them, we can provide our customers with high quality products and build them a happy home.

烏魯木齊聯塑科技發展有限公司 2015 年質量模範員工陳泳工作時隨身攜帶進倉記錄本，認真記錄每天進倉的詳細內容，一旦發現待入倉產品有任何質量問題，她都會立即通知質檢員和車間班組長，及時挑出不合格的管材管件產品，保證進倉的管材合格率 100%。正是有一批如她一般的公司基層質檢人員，在每天看似枯燥繁複的質量檢測過程中，不忘質量初心，勇擔責任重擔，保證了公司「零次品」入倉，方能為客戶提供一批批高質量的產品，構築幸福家園。

STRICT CONTROL OF PRODUCTION TECHNIQUES AND TECHNOLOGIES TO ENSURE CONSISTENCY IN PRODUCT QUALITY

Through centralized control of the production techniques and technologies, the Group has prevented discrepancies in product quality resulting from unauthorized changes to formula and process. Incoming quality control ("IQC") is first implemented to ensure that the incoming materials are qualified and eliminate issues of quality from the source of production; the formula is reasonably adjusted for optimization and improvement so as to meet the requirements for high quality of the products and to reduce costs.

嚴格把關工藝技術

集團實行工藝技術集中管控，避免出現自行更改配方、工藝導致產品質量的差異性。首先通過進貨檢驗的方式確保原材料進廠合格，從生產源頭上杜絕出現質量問題。在配方的選擇上，注重合理搭配，優化、改良配方，從而既能夠滿足高質量要求，又能夠降低成本。

CASE 案例 Be Extraordinary at the Most Ordinary Post 平凡崗位成就不平凡

Xiao Yongwen, a process shift leader at our Nanjing-based subsidiary, has been starting his shift half an hour earlier every day for the past six years. He strictly applies the workshop management regulations, process and labor discipline, and reports the condition of production, process, equipment and personnel to his superiors in a timely manner. He is never picky about his duties, and always chooses the hardest task. There are many more China Lesso employees who work hard at their posts like Xiao Yongwen. Hardworking and persevering, they have made extraordinary achievements in quality management.

南京聯塑科技實業有限公司工藝班長肖永穩六年來一直堅持每天提前半個小時上班並進行交接工作，嚴格執行車間各種管理制度、工藝紀律、勞動紀律等，及時向上級反饋生產、工藝、設備和人員等情況。肖永穩幹活從不挑肥揀瘦，活越難越重，他越衝在最前頭。在集團內部還有很多像肖永穩一樣在平凡崗位上奮鬥的員工，他們憑藉著頑強拼搏的鬥志、吃苦耐勞的勁頭以及不屈不撓的精神，創造了工藝質量的不平凡業績。

OVERALL PRODUCT QUALITY IMPROVEMENT

Continuously improving the quality management regulations, the Group has relied on "self-inspections, mutual inspections and spot checks" in order to guarantee product quality in regard to raw materials, product design, prototyping, manufacturing and product delivery.

全面提升產品質量

集團不斷完善各種質量管理制度，並從原料入廠、產品設計、打樣、生產到產品出廠進行全面立體檢測，依靠「自檢、互檢、抽檢」三檢制度對生產進行控制，確保產品質量的穩定。

CASE China Lesso's CNAS-Accredited Lab 案例 中國聯塑 CNAS 國家認可實驗室

In 2016, the China Lesso Lab successfully passed the CNAS re-accreditation and extension review to incorporate 1,114 items/parameters (13 extended items, 25 standard changes) for 102 product categories, and 10 calibration standards. On one hand, the CNAS accredited lab can monitor the raw materials and inspect each batch of products, dispense with third-party inspections, lower the risks and guarantee product quality; on the other hand, better evaluation items can be provided for innovation and improvement of new products, and facilitate new product design and development.

2016年，集團實驗室順利通過CNAS複評審及擴項評審，目前通過認可的有102類產品1,114個項目/參數（擴項13個，變更標準25個），校準標準10個。通過CNAS實驗室，一方面可以實現對原材料的監控、每個批次產品的檢驗，避免第三方檢驗的不便，降低出現風險的幾率，確保產品質量的穩定；另一方面，可以對新產品創新性工作和改善性工作提供更好的評估項目，促進新產品的設計及研發。

innovation in quality management

質量管理創新

Security Project 防偽項目

Phase 1 of PPR pipeline security system was launched in June 2016, and Phase 2 for Group pipeline companies security was completed by the end of 2016.

2016年6月完成PPR管防偽上線一期工程；二期於2016年底完成集團各管道公司的管材防偽。

The online product security system was implemented in 3 PVC supply channel at Headquarters.
完成總部PVC給排槽3個車間產品防偽上線。

Quality Data Analysis Team 質量數據分析小組

The impact performance of PVC supply and drainage pipes and PPR pipes is statistically analyzed to identify systematic defects, mechanical and operator defects.

對PVC給水、排水管材、PPR管材的衝擊性能等進行統計分析，發現各類問題並及時解決，保證產品品質。

On the basis of defect improvements, analysis models in respect of certain performance of pipeline products can be formed.
持續改進，形成管材產品部分性能分析模型。

Quality Management System Project 質量管理系統項目

The node control in production process has been realized and batches found noncompliant in (self and specialized) inspections can't be warehoused.

已能實現生產過程節點控制的目標，通過報工限制，未能通過檢驗（自檢、專檢）要求的批次限制入庫。

Quality Data Analysis Team ERP項目和MDM項目工作

We have optimized the ERP system, and completed the preliminary company visit and gained an understanding in respect of MDM system.

完成ERP項目系統一系列優化工作；完成MDM系統前期走訪及系統瞭解工作。

ERP applied in 7 companies in 2016, 230,000 data packages sorted.
2016年ERP新上線7家子公司，整理數據總數達23萬個。

Notes:

ERP: Enterprise Resource Planning is an enterprise information management system targeting the manufacturing industry for an integrated management of material, capital, and information resources.

MDM (Mobile Device Management) system is a platform technology that allows enterprises to conduct their information management on mobile Internet, and upgrade the tools for its information management from traditional computers to mobile devices and even mobile apps.

注釋：

ERP系統是企業資源計劃(Enterprise Resource Planning)的簡稱，是一種主要面向製造行業進行物質資源、資金資源和信息資源集成一體化管理的企業信息管理系統。

MDM系統是移動設備管理(Mobile Device Management)的簡稱，是一種企業信息管理向移動互聯網過渡的平台技術，說明企業將互聯網管理能力從傳統的電腦端延伸到移動設備甚至移動應用APP。

Production Quality Management Analysis Meetings

At the end of each year, the Group organizes production quality management analysis meetings to release information on product production and operational quality, and issue reward and punishment announcements. These analysis meetings are to encourage the employees to attach importance to continuous improvement of production quality in each department and each link.

生產質量管理分析會

集團每年年底會組織公司生產質量管理分析會，通過分析會通報公司該年度產品生產運營質量情況，進行公告及獎懲，激發員工在各個部門、各個環節對持續改善生產質量的重視。



Product Recalling

The Group also has a mechanism to promptly recall defective products.

產品召回

集團針對產品出現問題的情況會啟動召回程序，第一時間召回不合格的產品。

China Lesso's procedure for recalling defective products
集團產品召回流程



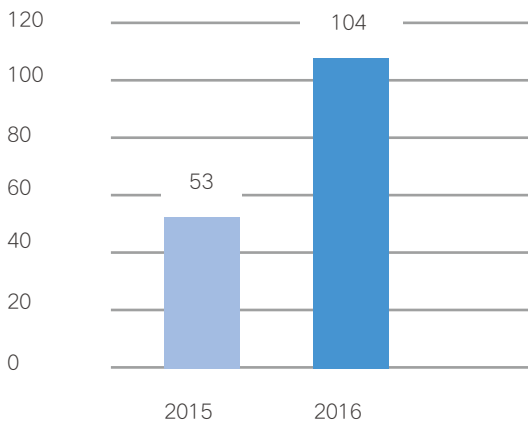
Ensuring Product Quality Consistently

China Lesso supervises the production, samples the products, improves the quality assurance and production process, and applies for patents for quality improvement with the aim of providing customers with high quality products. The Group also reviews its own quality assurance capability and that of its piping manufacturing subsidiaries to ensure the consistency of its product quality.

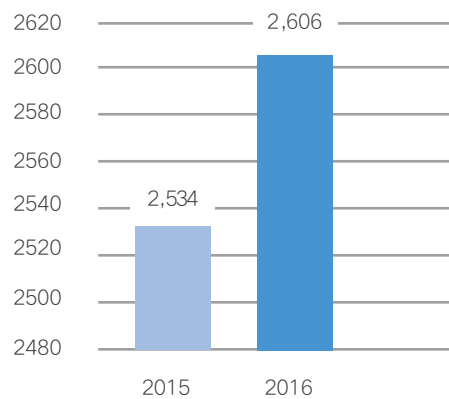
持續保障產品質量

通過產品質量監督抽查、質量或流程改進項目、申請質量改進方面專利等方式，全力為客戶提供高質量的產品。組織集團質量保證能力審核工作，開展集團公司層面的管道公司質量保證能力審核工作，確保產品質量一致性。

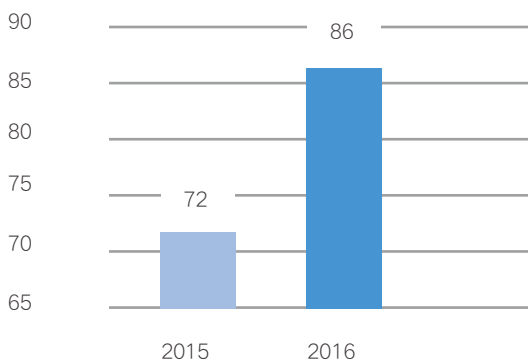
Quality Information Feedback Forms for Outsourced Products sent to the Procurement Center (Unit: Form)
向採購中心發出外購產品品質信息反饋單數量 (單位: 份)



Quality Improvement Projects for Economic Development (Unit: RMB 10,000)
品質改進項目推廣經濟效益 (單位: 萬元)



Number of QC Group Activities (Unit: Item)
QC 小組活動課題數量 (單位: 項)



Number of items with improvements in product quality or process
質量改進或流程改進項目數目



Number of patent applications of product quality improvement
申請質量改進方面專利數目



CASE 案例

Quality Month Event 「質量月」活動

From September to November 2016, the Group launched the annual "Quality Month" event which comprises a series of activities for its production, sales and distribution, service and other aspects of the Group's business and the management of all its departments. Annual reviews of the production and quality management were conducted within the Group, and an excellent quality management practices of each company and workshop were promoted so that they can complement each other with their respective strengths for the purpose of making progress and overall improvement together. During the event, 97 people were awarded the title of Model Worker for Quality Control, 42 people were awarded the title of Model Worker for Quality Management, 20 teams were awarded the tile of Trustworthy Team for Quality Control, 5 workshops were awarded the title of Model Workshop for Quality Control, and one warehouse was awarded the title of the Group's Model Warehouse. The event helped the Group to distill the excellent quality management experience into clear ideas about quality control and assurance, to enhance the staff's awareness of the importance of product quality, and to raise the standards of its product quality consistently.

"If we produce any defective products and find that the defects have been caused by the previous shift, we should still be held accountable. Why? It is because I should have checked the products from the previous shift. If I have checked them, the defective products would not have entered the next stage of the production process. I think this is something a quality manager must be aware of."

— Model Worker for Quality Management - Chen Jianping

2016年9月至11月，集團開展了一年一度的「質量月」系列活動，涉及生產、流通、服務的各個環節、各個部門的全生命週期的管理，在整個集團內開展生產、質量管理年度審核，推廣普及各公司及車間優秀質量管理經驗，做到「取長補短，共同進步，全面提升」。活動共評選出質量模範員工97人、質量管理模範員工42人、質量信得過班組20個、質量模範車間5個、集團模範倉儲1個。通過質量月活動，總結集團優秀質量管理經驗，增強全體員工的質量意識，促進集團產品質量持續向前發展。

「假如我們接班後繼續生產，產品質量出現問題，經過分析是上個班留在機器裡的產品，不是我們班生產出來的，但責任應該是我們承擔，為什麼呢？因為我應該去檢查，假如我檢查了，就不會把不合格的產品流入下一道工序，我認為這是一個質量管理員工必須做的。」

——質量管理模範員工陳建平

Provision of Safe Products

After having carried out in-depth research and analysis on the features of the manufacturing of home decoration products and building materials, the Group stepped up investment in the upgrading of its equipment and replaced the old with the new one. It also developed lead-free drain pipe processes to the advance the industry's development, to popularize lead-free production so as to tackle the problem of lead-containing drain pipes.

提供安全產品

集團深入研究和分析建材家居業生產特點，加大更新設備投資力度，淘汰老、舊設備，研發排水管無鉛工藝推動行業發展，推廣普及生產無鉛化，破解排水管道含鉛難題。

CASE 案例

Leading the Industry in Lead-free Development for Safety and Environmental Protection 安全環保 引領行業無鉛化

Stabilizers must be applied to the manufacturing of PVC pipes. In traditional production processes, lead-based stabilizers are used for their low cost and good stabilization effect. However, there is risk of heavy metal lead precipitation, which is hazardous to the environment. China has formulated regulations on prohibiting the use of lead-based stabilizers in water supply systems, but such regulations on drain pipes are yet to be introduced.

After promoting lead-free production technology for 5 consecutive years since 2011, the Group has invested over RMB100 million in the endeavour. Technical breakthroughs in lead-free large diameter PVC-U pipes and pipe fittings have finally been made. The Group has taken the lead in realizing the economies of scale for the production of whole-series lead-free PVC-U drain pipes and pipe fittings in China.

Lead-free pipeline manufacturing is an important issue concerning environmental safety and life safety of consumers, and is an area of focus concerning the sustainable development of the industry. Upholding the principles of health, safety, energy conservation and hazard-free environments, the Group has pioneered the exploration and application of lead-free pipeline formulae. Ultimately, calcium-zinc stabilizers have been fully applied in our products, so that we can provide consumers with better and safer products, thus providing them with a green home.

The lead-free formula for PVC-U pipes and pipe fittings has demonstrated China Lesso's strong technological capability which enables the Company to play a leading role in the formulation of regulations and standards of lead-free PVC-U products. China Lesso is now directing and participating in the formulation and revision of relevant state standards.

"As early as 2015, European countries enforced the regulation that requires drain pipes to be lead-free. However, China has yet to follow in Europe's footsteps. We hope to make the PVC-U drain pipes manufacturing industry eco-friendly by leading the formulation of the standards for the industry."

—Song Keming, Director of Quality and Process Management Center, China Lesso

PVC 管材的生產需要加入穩定劑。傳統生產工藝加入的是鉛系穩定劑，這種穩定劑成本低、穩定效果好，但是有釋出重金屬鉛的風險，對環境造成危害。目前國內的給水系統已經禁止使用鉛系穩定劑，但是排水管道沒有相關要求。

集團自 2011 年起連續 5 年推動生產無鉛化技術的普及，前後投入超億元，最終突破大口徑 PVC-U 管材管件無鉛化的技術難題，並在國內率先實現全系列 PVC-U 排水管材管件無鉛化規模生產。

管道無鉛化是關乎環境安全、消費者生命安全的重要議題，也是關乎整個行業可持續發展的焦點領域。集團始終堅持「健康、安全、節能、無害化」的原則，積極踐行企業應當擔負的責任使命，在行業內首創性地投入管道無鉛化配方的探索和應用中，最終實現鈣鋅穩定劑在產品中的全面應用，為消費者提供更加優質、安全的產品，呵護居者綠色家園。

集團無鉛配方體系的 PVC-U 排水管材管件生產技術的成功研製，也為廣東聯塑科技實業有限公司牽頭制定 PVC-U 製品無鉛化方面相關的法規和標準提供了技術基礎。目前，廣東聯塑科技實業有限公司正在主持和參與制訂相關的國家標準。

「早在 2015 年，歐洲國家就實現了排水管道的無鉛化，但中國還沒有，我們希望通過牽頭標準的制定，推動整個 PVC-U 排水管道行業走向更環保。」

——集團品質工藝管理中心總監宋科明

BUILDING A FLAGSHIP ORGANIZATION FOR RESEARCH AND DEVELOPMENT THROUGH INNOVATION

Having built an excellent research and development team, the Group remained at the forefront of the industry by stepping up investment in innovation, research and development of building materials and interior decoration products. The move ensured that it possessed the most advanced technologies in the industry and was capable to provide people with a diverse range of high-quality products.

TREMENDOUS STRENGTH IN RESEARCH AND DEVELOPMENT

The Group always attaches importance to the training of its staff. It Group has integrated the criteria for excellent performance into the staff training programme and improve and innovate in its management system. For instance, it has founded China Lesso Research Institute, which cooperates with domestic and international colleges, universities, and research institutes in building leading R&D platforms.

China Lesso Research Institute

The Group has been maintaining the world's most advanced R&D capability to develop and innovate in its products and production technologies. The Group has established an internationally and domestically leading research institute, China Lesso Research Institute. The research institute is equipped with advanced research equipment imported from Germany, the United States, Denmark, Switzerland and Japan, and is dedicated to the research and development of the latest technologies to maintain its leading position in the industry.

專注創新，鑄就科研巨艦

集團建有頂尖的研發團隊，持續加大創新研發投入，專注於建材家居產業的前沿技術研究，確保技術的行業領先地位，致力於為大眾提供多元化、高質量的產品。

雄厚的研發實力

集團重視人才的培養，融合卓越績效管理相關準則，完善創新管理體系，同時創立了聯塑研究院，與海內外優秀高校、研究所合作，建立了領先的研發平台。

聯塑研究院

集團始終以同步全球的科研力量不斷創新發展，建有國際領先、國內一流的研究院，配置德國、美國、丹麥、瑞士、日本等國家的先進科研設備，專業研究和發展行業的最新技術，確保在行業中的領先地位。



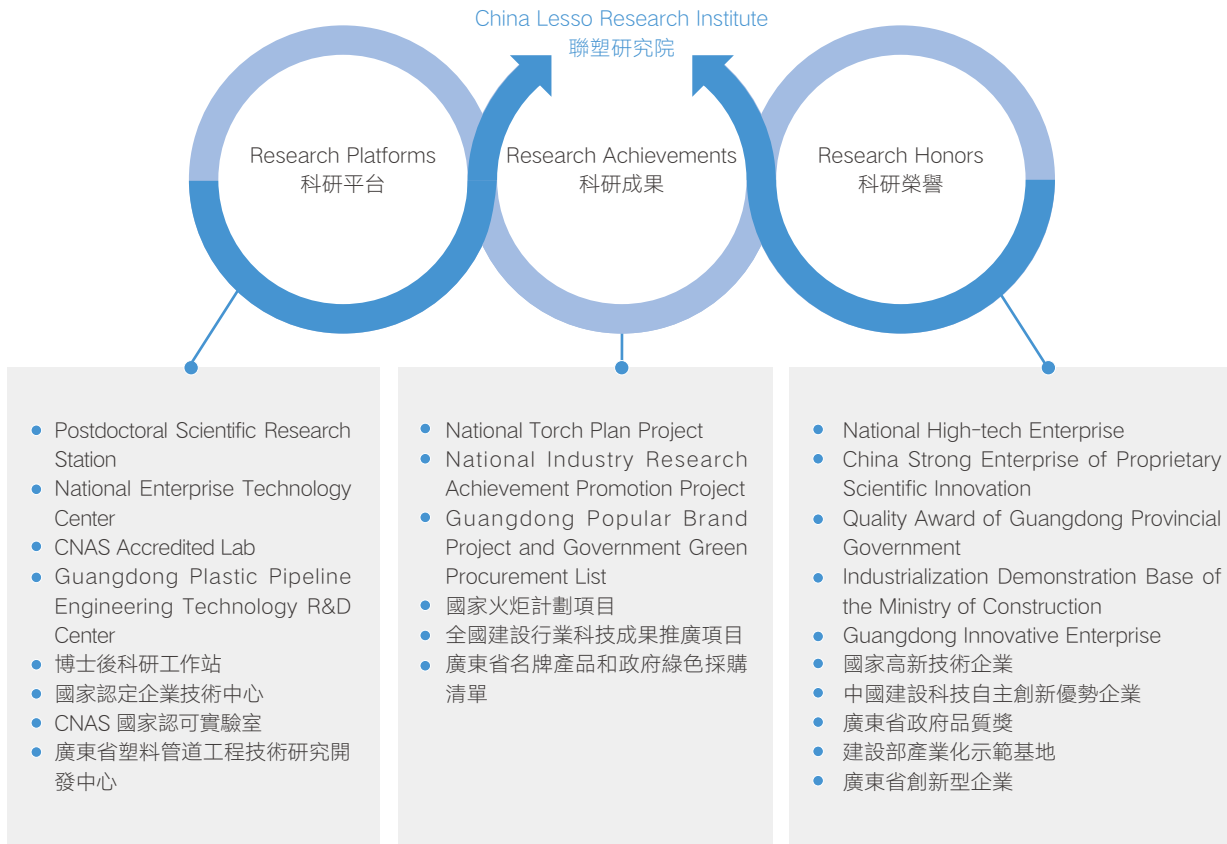
R&D and Industrialization Project for Termite Resistant Composite Protective Polyethylene (PE) Gas Pipeline
「耐白蟻複合防護聚乙烯（PE）燃氣管材的技術研發及產業化」項目

Awarded the First and Third Place of Science and Technology Award for Guangdong Association of Light Industry



R&D and Industrialization Project for Spherical Valve for Sub-high pressure PE Gas Pipeline
「次高壓燃氣管-PE 燃氣球閥的技術研發及產業化」項目

分別榮獲廣東省輕工業協會科學技術進步獎一等獎、三等獎



Attaching Great Importance to The Fostering of Talent

The Group attaches great importance to the fostering of talent, and as such, it has developed a scientific system for evaluating talents' performance, and has improved the strategy-oriented performance management model. The Group has been cultivating its talents by assigning them to specific projects.

重視科技人才培養

集團重視對科技人才的培養，建立了科學的人才績效評價機制，完善了基於戰略導向的績效管理模式，重視通過項目實踐去培養人才。

Cooperation with Colleges and Universities
與高校合作

Engaged with group of internationally renowned university experts, and established strategic technical partnerships with Shenzhen University, Guangdong University of Technology, and South China University of Technology.

聘請一批具有國際知名度的大學專家，與深圳大學、廣東工業大學和華南理工等形成了戰略性的技術合作關係。

R&D Team Building
組建研發團隊

Staffed with approximately 1,000 researchers, the Group has built an R&D team of professionals with masters and doctorates degrees, intermediate and senior engineers, and resident consultants and experts.

現擁有科研人員一千余名，組成了一支由博士、碩士、中高級工程師和常駐顧問專家等組成的研發團隊。

ACCELERATING COMMERCIALIZATION OF R&D RESULTS

Dedicated to the research and development of building materials and interior decoration products, the Group has achieved breakthroughs in development of products and technologies through cooperation with many different parties. Many of China Lesso's products have won well-known accolades both domestically and internationally, and as such the Group has set a benchmark against which the industry's progress in this endeavor can be measured.

Patented Technologies

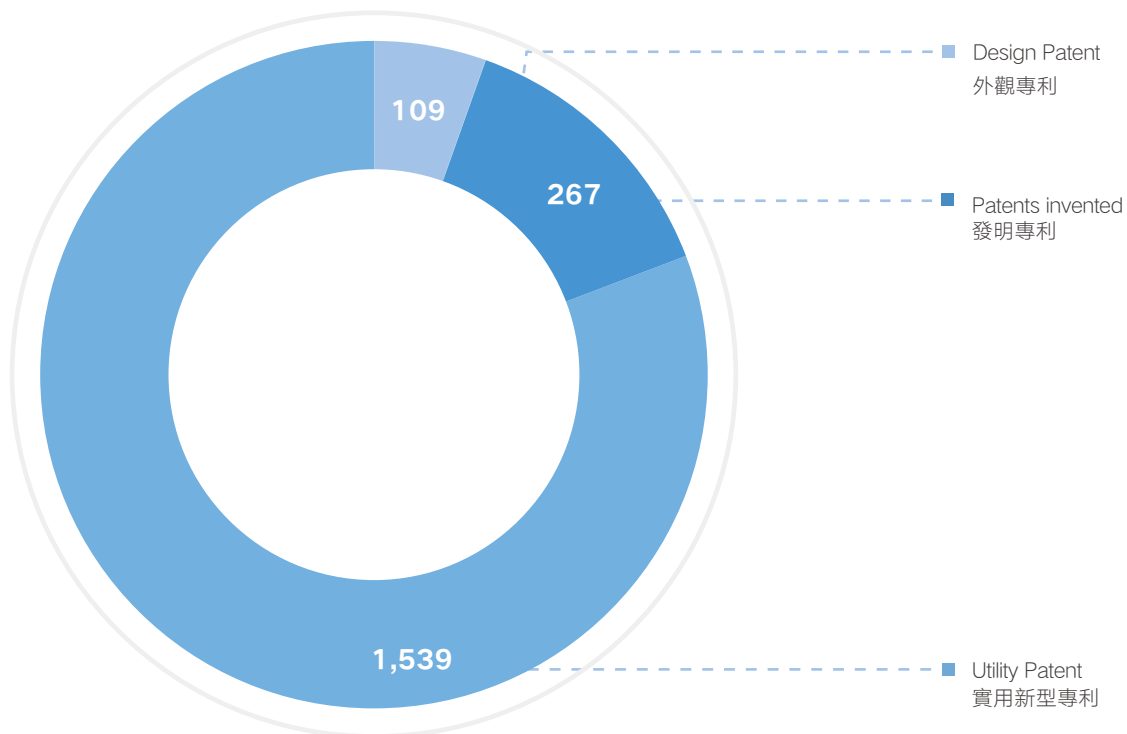
At the end of 2016, The Group has owned for over 1,500 patents, some of those still being processed, and 1,267 patents have been granted to China Lesso. The Group has directed or participated in the formulation of 29 international, state and industry standards, 3 of which have been formulated and implemented.

加速成果轉化

集團在建材家居領域潛心鑽研，在開放合作中實現產品和技術的不斷突破，多項產品獲得了國內外權威獎項，成為行業標杆。

專利技術

截至 2016 年底，集團擁有的和正在申請的專利技術超過 1,500 項，其中已獲授權專利 1,267 項，主持或參與國際、國家、行業標準有 29 項，有 3 項已發佈實施。



Supporting Research and Development of Emerging Industries

Concerned with the development of emerging industries, the Group is dedicated to the development of utility tunnel for piping systems, and has developed many new products such as an all-plastic water platform to further expand into the offshore pipeline industry.

支持新興產業研發

集團持續關注新興產業的發展，致力於綜合管廊管道系統的開發，完成開發全塑水上平台等新產品，並進一步向海洋管道產業拓展。

CASE Further Reading—Utility Tunnel 案例 延伸閱讀——綜合管廊

A Utility tunnel is an urban underground tunnel that integrates the pipelines for transmission of electricity and gas, telecommunications, heat supply, water supply and drainage. The utility tunnels are operated with specialized access panels, hoisting holes and monitoring systems and are planned, designed, constructed and managed as a unified system. As part of the urban structure, the utility tunnels function like a "lifeline" of a city.

綜合管廊指在城市地下建造一個隧道空間，將電力、通訊、燃氣、供熱、給排水等各種工程管線集於一體，設有專門的檢修口、吊裝口和監測系統，實施統一規劃、統一設計、統一建設和管理，是保障城市運行的重要基礎設施和「生命線」。

China Lesso is committed to the development of piping systems for comprehensive utility tunnels that encompass piping for water supply, recycled water, drainage and the transmission of natural gas, fire service as well as cable sleeves for transmission of electrical power and cable cases for telecommunications.

集團致力於綜合管廊管道系統的開發，包括給水、再生水管道系統，排水管道系統，天然氣管道系統，消防管道系統，電力電纜套管管道系統，通信電纜套管管道系統等等。

CASE Further Reading—Plastic Water Platforms 案例 延伸閱讀——水上平台

All water platforms are physical platforms floating on the water designed to carry a certain weight. They can be used as floating docks, and used to support ship berthing and operations at sea. Traditional water platforms employ oil buckets, foam cylinders and pontoons as a floating body, connected with stainless steel tubes or a wooden board framework. These water platforms have a short service life, poor stability and wind resistance, and pollute the environment.

水上平台是指漂浮在水面上，可以承受一定重量的物體平台，可以用作浮動碼頭、停靠船艇、輔助實施水上作業等。傳統的水上平台以油桶、圓柱形泡沫、浮筒等作為浮體，用不銹鋼管或木板為框架進行連接，使用壽命短，平穩性與抗風能力差及污染環境等缺點。

Our proprietary new all-plastic water platform is designed with HDPE pipes as its floating body and is composed of framework and anchor systems for operations or recreation at sea. Instead of pontoons, the pipes are used for better construction of medium and large-sized operational or recreational platforms. This widely applicable, eco-friendly and durable water platform system offers comfort, strong storm resistance, safety and reliability, and is groundbreaking in China's water piping platform systems.

自主研发的新型全塑結構水上平台是一種由HDPE管材作為浮體，與框架系統、錨固系統組成的用於構建水上作業或休閒的平台。用管材代替浮筒，更能適合水上中、大型作業或休閒平台的構建。全塑水上平台是一套舒適、抗風浪能力強、安全可靠、使用範圍廣、環保耐用的水上平台系統，開創了國內水上管道平台系統的先河。



All-plastic water platform
全塑水上平台



Offshore Aquaculture Cages

Our proprietary water platform and aquaculture cage projects involve the development of anchor system which is composed of a tension buffer anchor and multi-form cement anchor stone, and recreational foam spaces. Specifically, the offshore aquaculture cage system was recognized as a technological achievement in Guangdong Province in September 2016. It is now widely applied in Hainan Province, Guangxi Province and Fujian Province.

海洋養殖網箱

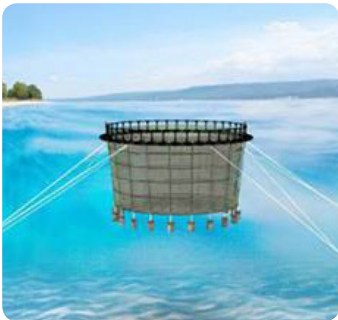
集團自主研發完成水上平台及養殖網箱項目，包括張力緩衝錨固與多形式水泥錨石的錨固系統、休閒泡沫房等工程開發，其中海洋養殖網箱系統於2016年9月份通過了廣東省科技成果鑒定。目前該產品在海南、廣西、福建等市場拓展迅速。



Huge Economic Benefits 經濟效益高

This huge cage can deliver a high output which is suitable for large-scale production and corporate operation. It can be placed far offshore, and the cage enjoys good water quality, high survival rates, and delivers high quality seafood products.

網箱體積大，產量高，適合規模化生產，企業化運作。遠離海灣、陸地，成活率高、生長速度快。養殖的海產品質量高。



使用壽命長 Long Service Life

This marine culture cage is made of high-density and high-tenacity HDPE materials, our offshore aquaculture cages can resist typhoons up to grade 12 and withstand water temperatures as low as -50°C . With a service life of over 15 years, these cages are perfect for deep-sea aquaculture.

海洋養殖網箱採用高密度高韌性的 HDPE 材料，可抗 12 級颱風，可承受零下 50°C 的低溫，使用壽命可達 15 年以上，適宜深海養殖。



Eco-friendly & Pollution-free 環保、無污染

HDPE cages deliver possess strong anti-corrosion properties and is free of pollutants.

海洋養殖網箱採用 HDPE 材質，不會產生污染物質且有超強的抗腐蝕能力。



Maritime Space Expansion 拓展海洋空間

With strong storm resistance ability and a long service life, the HDPE cages are suitable for deep-sea aquaculture free of land-borne pollution. They can further transfer the aquaculture pressure of coastal waters and help to expand the aquaculture waters.

HDPE 材料的海洋養殖網箱具有抗風浪強、使用壽命長等特點，因此適合在遠離陸源污染的深海養殖，能進一步轉移近海灣的養殖壓力，擴展養殖海域。

FULL SUPPORT TO PRODUCTION SAFETY

The Group regards production safety as an important contributor to the high quality of its products, and as such, it has been raising the standards of the management for production safety. It adopts production safety system in each department and workshop to ensure that the Group provides a safe place for work.

CEASELESSLY IMPROVE SYSTEM FOR SAFETY AT WORK

The Group advocates safety at work throughout its production and its employees' working life. It has established and improved a system for work safety management and regulations on safety at operation. It has also strengthened the dynamic control and management of the entire process of production, and has formulated management system and guidelines for safety at work to ensure occupational health and stem dangers at their sources. The Group has established the Safety Supervision Department and Safety Committee which jointly undertake work to ensure safety at work.

全力保障安全生產

集團將安全生產作為高質量產品的抓手，持續提升安全生產管理水平，將安全生產體系建設全面推進至每個部門、車間，保障生產安全，努力構建本質安全型企業。

持續加強安全制度建設

集團堅持將安全工作與生產生活相結合，建立各項健全的安全生產管理制度和安全技術操作規程，加強對產品生產全流程動態管控，並針對職業健康、危險源等制定專項管理制度和工作指引；成立安監部門與安委會，共同管理安全工作。



Notes:

Safety supervisors were assigned to companies above above by the safety supervision department, and inspectors were also assigned to other subsidiaries by the Group.

注釋：

以上公司均為安監部指派安監員，其他附屬公司由集團派出巡查員

CASE Vertical Integration of Supervision and Management of Safety at Work 案例 垂直化安監管理

The Group assigned safety supervisors to subsidiaries to handle all safety related duties and report the safety conditions of subsidiaries on a monthly basis, and to implement a two-way management system; any accident in the subsidiaries should be immediately reported to the headquarters by the safety supervisors, and the headquarters require the relevant subsidiaries to investigate the case and decide on the best way to handle the accident. At subsidiaries where accidents occur, remedial measures must be taken within a certain time limit. In case of failure to make such corrections, the manager of the subsidiary concerned will be held responsible. This vertical integration of the supervision and management of safety at work effectively guarantees transparency of disclosure of information about safety issues and prompt responses and actions from the Group in the supervision and management of safety at work.

集團直接向附屬公司派駐安監員，實行派遣制、雙向管理，負責附屬公司所有安全工作，並每月定期彙報附屬公司安全情況；附屬公司一旦發生事故安監員將第一時間反饋到總部，總部會根據情況要求附屬公司進行調查，確定最佳的處理方式。針對附屬公司發生事故的情況，總部會訂下限期，如果不能完成將直接追究附屬公司管理者的責任。這一垂直化安監管理模式，有效保障了安監管理的信息透明、處置及時。

Implementing standardized safety management, the Group has been actively promoting Operational Health and Safety (OHS) certification. As an enterprise with its production safety meeting the national standards, the Group has been actively promoting the standardization of safety management work in the industries of home decoration products and building materials. It has also improved its work safety management system and raised the standards of it. The move has enhanced its performance in work safety management.

集團實行安全標準化管理，積極推進企業開展職業健康安全體系認證；作為全國安全生產標準化企業，積極推動建材家居業安全標準化創建達標工作，完善安全管理體系、提高、安全管理水平、提升安全管理績效。

PROMOTING CORPORATE CULTURE THAT VALUES WORK SAFETY

傳播安全文化

Fire Safety Experience Center 安全消防體驗館

We have partnered up with the government to set up a Fire Safety Experience Center. Our employees together with the public can learn how to identify fire extinguishers, escape skills, and enhance safety awareness.

協同政府組建圖文並茂的安全消防體驗館，以生動的形象向自身員工及全社會開放，讓參觀人員一目了然的瞭解如何處理滅火器鑒別、逃生技巧等，提升安全意識。

Mini Fire Station 微型消防站

We have worked with local government to establish a mini fire station and clarify each others respective responsibilities. In case of an accident, the safety equipment from the mini fire station can be used to minimize the safety hazards.

與當地政府合作設立微型消防站，明確各方職責。一旦發生事故可以通過微型消防網站瞬間利用安全設備，盡可能將隱患降到低。

Police-enterprise Joint-action System 警企聯動系統

Now staffed by 100 people, the police-enterprise joint-action system has been included in the government safety joint-action system. In case of an emergency, the system will be instantly activated. The police-enterprise joint-action mobility can be improved, and the system can immediately protect corporate safety.

目前警企聯動系統有一百餘人，已經納入了政府安全聯動系統，針對突發事件可以相對應瞬間聯動，警企聯防機動性更強，第一時間保證安全。

Safety Skill Training 安全技能培訓

Thorough safety skill training is provided to specific workshops. Training materials are re-prepared on the basis of work duties, and provided to other companies free of charge. We further work with the fire department and fire brigade to give special fire safety skill training to personnel in the Production and Warehousing Departments.

開展專項車間部分的地毯式安全技能培訓工作，根據崗位不同，重新編排培訓教材，並將培訓教材免費提供給其他公司；協同政府消防局、消防大隊對生產部、倉儲部等部門所屬人員進行專項消防安全技能培訓。

China Lesso actively organizes safety activities such as Work Safety Month and Training in Skill in Ensuring Safety, and has established an emergency management plan, fire safety practice centers, and "mini-fire stations" to instill awareness of work safety in the whole Group. The Group has also shared its knowledge about work safety and its experience in work safety management with its suppliers and communities so as to foster awareness of work safety.

集團積極組織「安全生產月」及「安全技能培訓」等活動，並通過設立应急管理預案、安全消防體驗館、微型消防站等方式，將安全文化滲透到集團的血脈中。與供應商和社區分享安全知識、安全生產管理經驗，打造安全生態文化。

CASE Safety Education and Training 案例 安全教育培訓

To further improve the training in work safety management and to enhance the awareness of work safety and related skills of the employees, China Lesso has engaged Minnesota Mining and Manufacturing (3M) and Guangdong Work Injury Rehabilitation Center to conduct work safety education and training. The sessions were about work safety, work injury prevention, respiratory protection and hearing protection, and the staff were instructed either through video or at the site of work. Employees have been given opportunities to try on protective clothing and use fire equipment. These measures have helped to spread the concept of work safety and establish a corporate culture that values work safety.

為進一步加強集團安全生產管理培訓工作，提升員工安全意識和安全技能，中國聯塑邀請了明尼蘇達礦務及製造業公司（3M）和廣東省康復中心組織開展安全教育系列培訓。培訓以安全生產、工傷預防、呼吸防護、聽力防護等為主要內容，用視頻講解加現場體驗的形式，讓員工親身體驗防護用品的佩戴、消防器材的使用等，傳播安全理念，培育安全文化。

Performance in Safety Management 2016 安全管理績效

1 Death(例)
Work Related Death
因工死亡人數

166 Accidents(次)
Industrial Accidents
throughout the Year
全年工傷事故數目

0 Patient(例)
Occupational Disease
Patients
職業病發病人數

100 %
New employee physical
examination rate
入職體檢率

Notes:

The number of industrial accidents significantly increased because the scope of statistics was widened

Performance in Safety Management 2015 安全管理績效

0 Death(例)
Work Related Death
因工死亡人數

69 Accidents(次)
Industrial Accidents
throughout the Year
全年工傷事故數目

0 Patient(例)
Occupational Disease
Patients
職業病發病人數

100 %
New employee physical
examination rate
入職體檢率

注:

因統計範圍擴大，故工傷事故數有明顯增加

SERVICES

PAYING ATTENTION TO
DETAILS OF RESIDENTS'
HOME LIFE TO ENSURE
CUSTOMER SATISFACTION
WITH SERVICES

服務篇

融入居者生活點滴

Upholding the tenet of customer satisfaction, we have enhanced our service platform to provide customers with a one-stop convenient service, and have established a means of smooth communication with customers to make home life more convenient for them.

「以客戶滿意為宗旨」是集團的基本理念，我們不斷優化服務平台，為客戶提供一站式便捷服務，建立暢通的客戶溝通機制，讓居者享受更便捷的生活。





Customer
Satisfaction
客戶滿意度

96.32 %

Valid Complaints
Received
接獲有效投訴

19

Complaints due to the disclosure of
Consumer Private Information
因洩露消費者隱私而遭到投訴的數量

0 Complaint
件

ONE-STOP SERVICE PLATFORM

一站式服務平台

We aim to provide customers with a thoughtful, one-stop sales service and relaxing, comfortable shopping experience.

集團為客戶提供貼心完善的一站式銷售服務，打造輕鬆舒適的購物體驗。

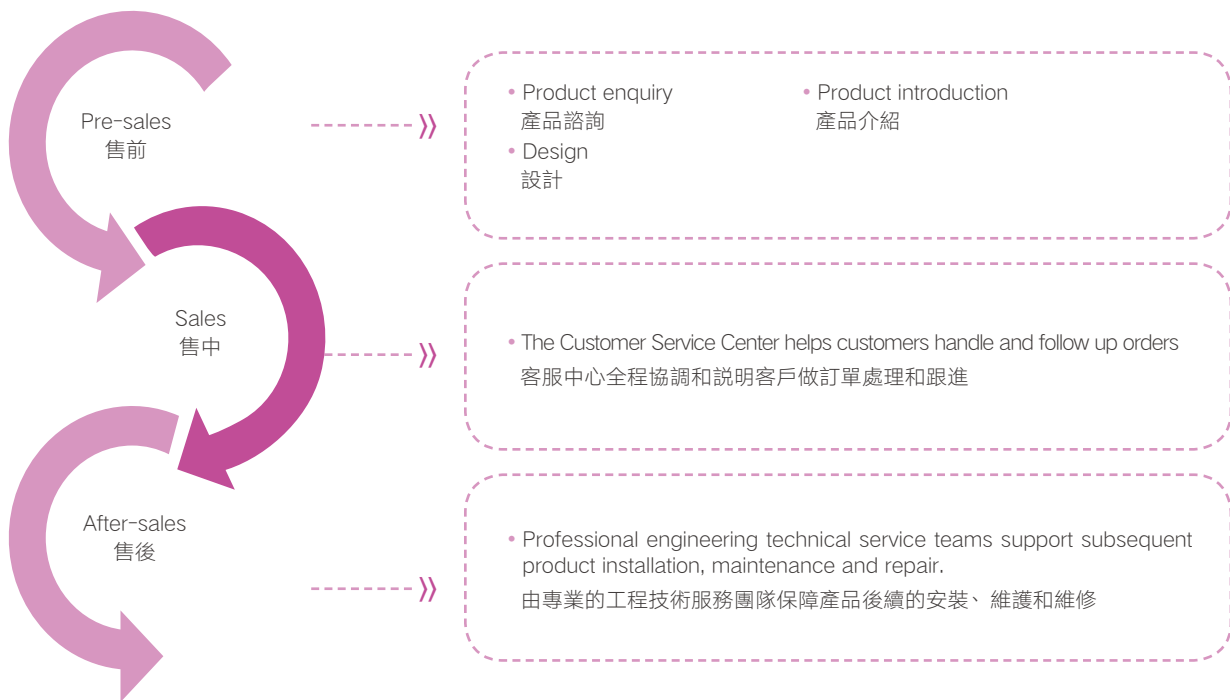
PROCEDURES FOR FULL SERVICE

全過程服務流程

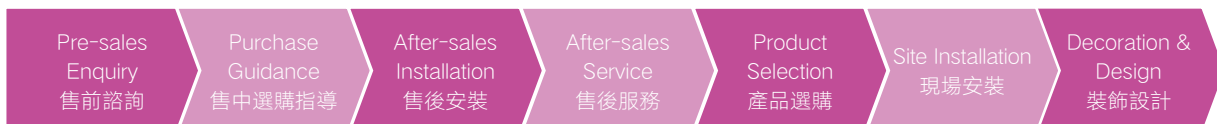
To provide a more convenient service, we constantly improve our systems for communication with customers and for order placement systems. The Group has enhanced the procedures for making reservations for loading the products on customers' vehicles and has also enabled the customers to confirm the receipt of goods by signing electronically through a mobile phone APP in the order placement system. More information is also available in the order placement system for customers' reference. These moves to enhance the information system for communication with customers have raised the efficiency of information transmission.

為了提供更便捷服務，我們不斷完善與客戶的溝通和下單系統。優化了預約裝車流程；同時實現客戶下單系統手機 APP 進行電子簽收確認；並在下單系統中增加更多的信息供客戶查閱，使客戶公告和消息系統上不斷優化，信息的傳達更高效。

Flowchart of the service in the piping business
管道業務服務流程



The Full Service of the Business of Building Materials and Home Decoration Products
建材家居業務的全過程服務



HIGH STANDARDS OF SERVICE

Adhering to its motto: "Market-oriented and customer-centered" the Group has a well-established feedback system for direct communication with customers. The move enables the Group to provide customers with full quality service.

QUALITY FULL SERVICE

The Group devotes itself to providing a more convenient service for customers. Therefore, we enhanced the procedures for service, order placement platform, and customer information system in 2016 to offer a better service, user-friendly platform, and more effective transmission of information.

CASE Providing Quality Service with Care, Patience, Enthusiasm, Professionalism and Sincere and Clear communication

案例 「三心二宜」 優質服務在您身邊

We keep on learning and distilling our experiences into clear concepts so as to improve the standards of service. In 2016, the Group's customer service personnel distilled their experience into the concept of "providing quality service with care, patience, enthusiasm, professionalism and sincere and clear communication so as to make their shopping experience enjoyable". We have been gaining recognition from more and more customers for our high standard services. The increasing customer satisfaction in turn inspires us to enhance customer experience with even better service.

優質服務水平

集團始終堅持「以市場為導向，以客戶為中心」的服務宗旨，全程為客戶提供優質服務，並建立完善的溝通反饋機制，真誠與客戶溝通。

全程優質服務

集團著力為客戶提供更便捷的服務。2016年，我們優化服務流程、下單平台、客戶信息系統等，使服務更優質、平台更便捷、信息傳達更高效。

我們不斷總結經驗、加強學習，提升服務水平。2016年，客服工作人員在服務過程中總結出客戶服務的「三心二宜」要點，即用細心、耐心、熱心令客戶在購物體驗中感受到輕鬆與享受，以「技能服務宜熟練專業、溝通表達宜真誠清晰」理念服務客戶。我們的服務水平得到越來越多客戶認可，客戶滿意度的提升進一步激勵我們以更優質服務給客戶更好體驗。

FEEDBACK MECHANISM

To gain an insight into customer experience and provide customers with targeted, quality and comfortable services, we actively communicate with our customers and strengthen customer service management through phone interviews, satisfaction assessment and information dissemination.

溝通反饋機制

為深入瞭解客戶體驗情況，為客戶提供精準到位、優質舒心的服務，我們積極與客戶溝通，不斷強化客服管理，通過電話訪談、滿意度評分、發佈信息等方式積極與客戶溝通。

Call Interview 電話訪談

Interviews include: bill follow-up, shipment arrangements, product handling, product display, new product or product improvement, supporting suggestions and expectations

訪談內容包括：客戶對單據跟進、發貨安排、產品裝卸、產品展示、新產品或原有產品的改良、配套的意見及期望

Satisfaction Grading 滿意度評分

Enhance service level through customer monitoring
通過客戶監督提升服務水平

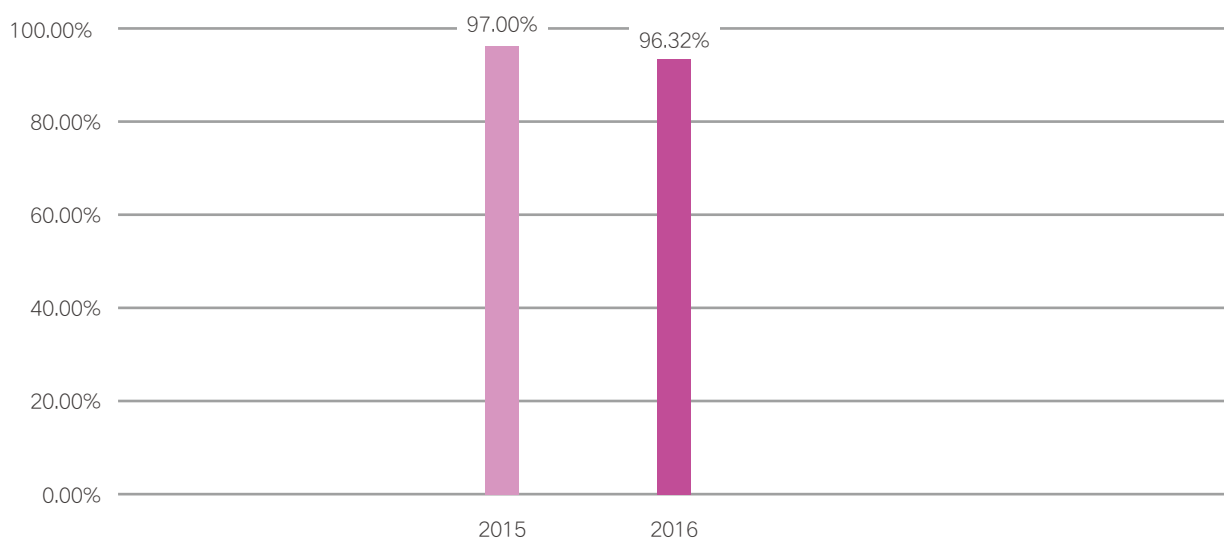
Active Communication 主動溝通

Promptly release corporate information via official website, WeChat and other network resources
利用官網、微信平台等一切網絡資源及時傳達相關信息

The Group has a well-established system for handling complaints and collecting feedbacks. Customers can call the 24-hour hotline or fill in the forms for complaints and feedbacks and then send them to the customer service center, which will follow up the complaints with communication with the relevant departments for remedial actions. The customer service centre will follow up the remedial actions with assessments based on customer feedback.

集團有完善的投訴反饋機制。客戶可以通過撥打 24 小時熱線電話或填寫投訴說明、意見反饋表等方式提供反饋意見。集團客服中心全程跟進客戶的投訴，將其傳達至相關部門整改，並對整改結果做跟進反饋。

Comparison of customer satisfaction in 2015 and 2016
2015-2016 年客戶滿意度對比



Notes:
The scope of statistics on customer satisfaction was widened in 2016

注：
2016 年集團客戶滿意度統計範圍較 2015 年有所擴大

CUSTOMER INFORMATION SECURITY

Attaching great importance to customer privacy, the Group has established rigorous procedures to prevent the leak about customers' privacy and personal information

客戶信息安全

集團重視保障客戶隱私，以嚴格的規範流程和操作程序來防範客戶隱私洩露風險，全面保障客戶信息安全。

Mechanism for Protecting User Privacy 用戶隱私保護機制

Data Security 數據安全

- Provide mirroring and two-way guarantee for data storage and networking
- Implement a weekly full backup of production database via third-party backup software NBU
- 存儲與網絡修改方面分別提供數據存儲鏡像與雙路保證。
- 通過 NBU 第三方備份軟體對生產庫實施每週全備份，每隔 4 小時做一次增量備份。

Cyber Security 網絡安全

- Safe gateway
- Deployment of a security gateway.
- Branch companies must access internal business systems via Proprietary Network System or VPN.
- 部署安全閘道。
- 辦公 PC 統一安裝殺毒軟體。
- 分公司訪問內部業務系統通過專線或 VPN 接入。

ERP Access Control ERP 許可權控制

- Strictly follow relevant regulations and procedures
- "SAP User Authorization Management Regulations" and "SAP System Change Management"
- Submit applications for level-by-level approval
- Users must submit system change applications via OA for level-by-level approval before implementation.
- 嚴格遵守相關制度及流程。
- 《SAP 用戶授權管理規定》及《SAP 系統變更管理》。
- 提交申請逐級審批。
- 使用者申請與系統變更統一通過 OA 提交申請，通過逐級審批才能實施。

N.B.:

NBU: most widely used enterprise-level backup management software provided by VERITAS.

PC: Personal Computer

VPN: Virtual Private Network allows enterprises to establish a safe WAN business on the basis of low-cost shared infrastructure and same strategy provided by private network.

EPR: Enterprise Resource Planning is a manufacturing industry enterprise information management system designed for integrating the management of material, capital, and information resources.

SAP: System Applications and Products are the software provided by SAP for enterprise management.

OA: Office Automation is a new form of office operation that combines modern office operation with computer technology.

The integration of ERP systems has further standardized the procedures. Storage, continued protection of data and backup functions of the ERP system helps to prevent the risk of data loss and data leakage that may result from faults, thus guaranteeing data security. In 2016, the Group did not receive any complaints about customer personal information leakage.

注:

NBU: 是 VERITAS 公司提供的企業級備份管理軟體，它是目前國際上使用最廣的備份管理軟體。

PC: 個人電腦

VPN: Virtual Private Network (虛擬私人網絡)，是使企業能在價格低廉的共用基礎設施上以與私人網絡提供的相同策略建立一種安全的 WAN (廣域網絡) 業務。

ERP: Enterprise Resource Planning (企業資源計畫)，是一種主要面向製造行業進行物質資源、資金資源和信息資源集成一體化管理的企業信息管理系統。

SAP: System Applications and Products (企業管理解決方案)，是 SAP 公司的產品——企業管理解決方案的軟體名稱。

OA: Office Automation (辦公自動化) 是將現代化辦公和電腦技術結合起來的一種新型的辦公方式。

ERP 系統的一體化工作使流程更規範，ERP 系統的存儲、數據連續保護、備份等功能可以避免因故障帶來的數據丟失或洩露風險，保障數據安全。2016 年，集團沒有因洩露消費者隱私而遭到投訴的事件。

PARTNERS

WORKING WITH
BUSINESS PARTNERS
AND RESIDENTS TO
DEVELOP THE INDUSTRY
IN HARMONY WITH THEM

夥伴篇

與居者共建和諧產業

Guided by the concept of mutually beneficial cooperation, the Group has been actively working with its business partners to create a harmonious and healthy industry environment and has built a socially responsible supply chain and mutually beneficial alliance with various types of businesses so as to work together for healthy development and creation of value.

集團秉承合作共贏理念，積極與各合作夥伴攜手營造和諧、健康的行業氣氛，打造責任供應鏈，構建共贏產業圈，與合作夥伴攜手健康成長、創造價值。



th





Number of Suppliers
供應商數量

2,561 Suppliers
個

Local Sourcing Rate
本地化採購率

42.3 %

Supplies subject to Economic ,
Social and Environmental Penalties
供應商受到經濟、社會、環境方面處罰的個數

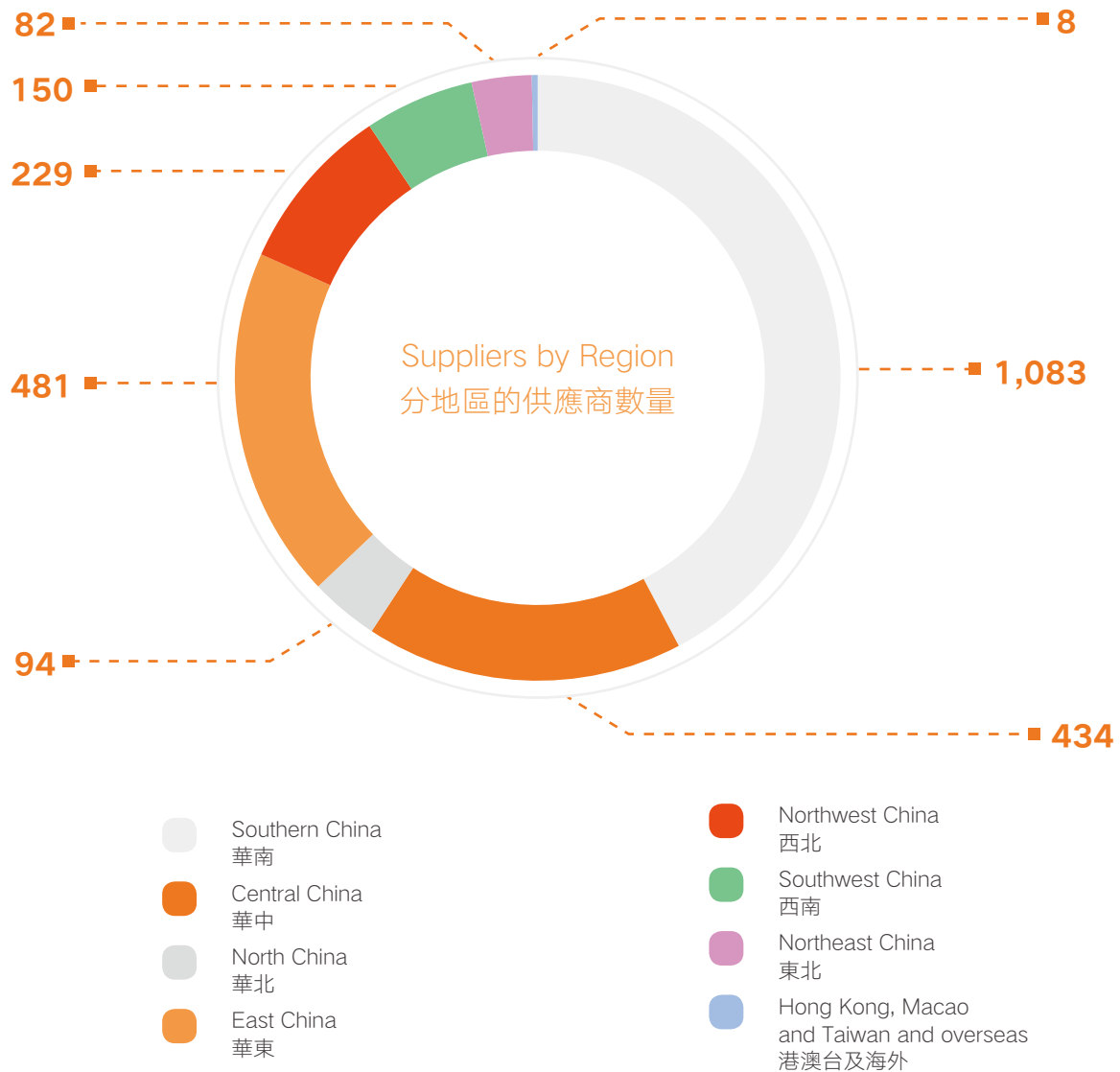
0 Supplier
個

SOCIALLY RESPONSIBLE SUPPLY CHAIN

In the principle of fair procurement, the Group has further advanced its partnerships with suppliers and launched mutually beneficial programs of cooperation with suppliers. We have established long-term, stable partnerships with most of our suppliers. As at the end of 2016, we had a total of 2,561 suppliers.

責任供應鏈

集團遵循公平採購的原則，不斷深化與供應商的夥伴關係，與供應商開展互利共贏的合作。我們與大多數供應商形成了長期的穩定的合作關係，截至 2016 年底，集團的供應商總計 2,561 個。



PRODUCTS 產品篇

SERVICES 服務篇

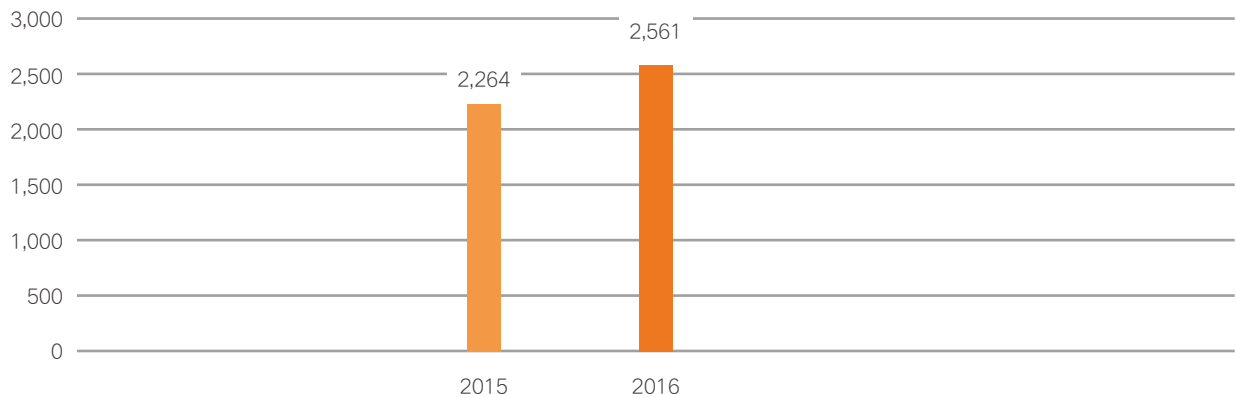
PARTNERS 夥伴篇

ENVIRONMENT 環境篇

SOCIETY 社會篇

EMPLOYEES 員工篇

The number of suppliers in 2015 and 2016
2015-2016 年供應商數量對比



The Group has formulated the Approach to Supplier Management, by which it manages the supply chain. It conducts interviews with the suppliers and appraisals of their performance regularly. In 2016, the suppliers had to meet the Group's further requirements for environmental protection.

集團制定有《供應商管理辦法》，根據管理條例，我們通過定期訪談和供應商績效評估等進行供應鏈管理。2016年，我們對供應商在環保方面有了更進一步的要求。

Supplier Management Flowchart
供應商管理流程



MUTUALLY BENEFICIAL ALLIANCE WITH VARIOUS BUSINESSES

The Group manages its relationships with business partners with an open mind and fairness. It has established a mechanism for regular communication with the business partners to foster its alliance with various businesses.

COMMUNICATION WITH BUSINESS PARTNERS

The Group has been communicating frequently with its international business partners since it launched LESSO HOME as part of its drive to globalize its sales and distribution channel. In 2016, its business partners from the United States and Canada visited China Lesso, thus effectively facilitating the implementation of China Lesso's overseas projects, and laying the solid foundations for their mutually beneficial cooperation.

WORKING TOGETHER FOR COMMON GROWTH

The Group values its every business partner throughout the value chain of its business and wishes to share the fruits of their joint endeavours. In 2016, China Lesso actively helped its dealers diversify their operations and encouraged them to increase investment in supply chain management and information technology. This has enabled China Lesso and its business partners to gear up for the growing trend of "Internet Plus", paving the way for their sustainable development.

共贏產業圈

集團以開放的心態、公平的機制管理合作夥伴關係，與合作夥伴建立常態化溝通機制，積極構建共贏產業圈。

合作夥伴溝通

集團一直積極與國際合作夥伴溝通，自啟動領尚環球之家項目以來積極進行全球化渠道構建及與合作夥伴溝通。2016年，來自美國、加拿大等地的合作夥伴到中國聯塑參觀訪問，有效促進集團海外項目的落實，為雙方的合作共贏打下堅實基礎。

攜手共同成長

集團用心對待每一位價值鏈夥伴，與合作夥伴共享價值。2016年，我們積極引導經銷商多元化經營、加強供應鏈管理與信息化投入、響應「互聯網+」新業態發展號召等，與價值鏈夥伴攜手走可持續發展之路。

CASE The "Furniture Mall" Concept Gave Support To The Business Partners In the Transformation and Upgrading of Their Businesses 案例 「泛家居」理念助力合作夥伴轉型升級

The Group is open-minded when it comes to the sharing of its ideas with the business partners. In response to China Lesso's "Furniture Mall" concept, Lihuaxing, our quality dealer in Huizhou, has actively increased the number of product categories available for sales, thus diversifying from piping into electrical products and hardware accessories. Lihuaxing, which partnered with us in 2016, increased investment in its information management system and standardized its supply chain management. It also extended the scope of its services. As a result, Lihuaxing has extended its distribution channel from the conventional offline outlets to e-commerce. The move has earned it further recognition from the customers and accelerated the transformation and upgrading of its business.

集團以開放的心態與合作夥伴分享經驗。利華興是集團在惠州地區的優質經銷商，在集團「泛家居」的號召和影響下，利華興積極響應，拓展銷售類別，從單一管道業務拓展到電氣等關聯產品、五金配件等配套產品業務，開展多元化經營。2016年，利華興與我們達成合作，加大信息化管理投入，規範供應鏈管理，並擴大服務範圍，完成從單一線下傳統銷售模式延伸到電子商務領域的轉變，進一步得到客戶認可，加快了企業的轉型升級。

ADVANCING INDUSTRY DEVELOPMENT

The Group has been proactively advancing the industry's development, and innovating with an open mind. It has also been sharing its ideas in order to foster the healthy development of the furnishing industry.

促進行業發展

集團積極開展促進行業發展的活動，以開放的心態不斷創新，分享集團理念，致力於傢俱行業的健康發展。

CASE 案例 Design Competition Lead to Industrial Breakthrough 設計大賽突破行業傳統

From May to July, 2016, China Lesso and Home 163 (home.163.com) jointly held the "Happy Home" design competition. About 2,000 design works of products for home and bathroom were received from domestic and international design firms, industrial enterprises and freelance designers. Fifty-six winning designs were selected by a vote and the review by experts. The competition also reflects people's pursuit of a beautiful and happy life, and crystalizes the Group's brand concept, philosophy and practices.

The "Happiness with the Right Attitude" design competition was organized by China Lesso with the aim of meeting consumer demand for home design, of creating better products and user experience, of discovering high-caliber home designers, and of promoting the prosperous and healthy development of China's home furnishing industry.

—Zuo Manlun, Executive Director & Chief Executive of China Lesso

2016年5月至7月，我們與網易家居共同舉辦「幸福·家」設計大賽，活動以整體家居空間類和衛浴產品工業的設計為載體，共收到來自國內外設計機構、工業企業、自由設計師等的參賽作品2000餘份，並經由全民投票和專家評審決出56名獲獎者。活動表達人們不斷追求美好幸福生活的態度，是對集團品牌理念思索和實踐的體現。

中國聯塑舉辦此次「有態度，才幸福」設計大賽，旨在滿足消費者對家居設計的需求，創造更好的產品和消費者體驗，挖掘家居設計行業優秀設計人才，促進我國家居行業的興盛和健康發展。

——中國聯塑執行董事兼行政總裁 左滿倫



ENVIRONMENT

BUILDING A GREEN HOME

環境篇

呵護居者綠色家園

Committed to environmental protection throughout its entire operation, the Group has attached great importance to energy conservation and emission reduction and has launched related programs to develop itself into an eco-friendly business so as to reduce the impact of its business on living environment and to build green homes for the residents.

集團持續致力於運營全過程中的環境保護，高度重視並持續開展節能降耗減排工作，致力於打造環境友好型企業，最大限度降低對居者環境的影響，呵護居者綠色家園。





Electricity Saved
節約電能

149,638 kW·h
千瓦時

Natural Gas Saved
節約天然氣

263,507 m³
立方米

Gasoline Saved
節約汽油

6,916 L
升

IMPROVING ENVIRONMENTAL MANAGEMENT SYSTEMS

完善環境管理體系

While strictly adhering to all relevant environmental laws and regulations, the Group has established an environmental management department and system. The waste discharge and resource utilization have been standardized, and relevant departments have been assigned to implement pollutant disposal controls and environmental protection measures.

集團嚴格履行相關環保法律法規，並建立了各司其職的環境管理部門體系，規範廢棄物排放與資源的使用的同時由相應部門落實污染物排放的控制和環保舉措的實施。



In 2016, the Group fully adopted the QEO (Quality, Environment and Occupational Health) certification model, and urged its member enterprises to fulfill social responsibility by carrying out management reviews and internal audits. Continued improvement of the Group's environmental management system has been advanced to ensure the achievement of environmental goals throughout the operation.

2016年，集團全面採用QEO（質量、環境、職業健康）一體化認證，並結合管理評審、內審等，督促各成員企業積極履行社會責任，推動集團環境管理系統的持續改進，保障運營過程中環保目標的實現。

3 Companies (3 家)

QEO Certified
通過 QEO 認證

Yunnan Lesso, Shandong Lesso and Xingzhan Plastics are newly certified by QEO.

新增雲南聯塑科技發展有限公司、山東聯塑科技實業有限公司、鶴山市星展塑膠有限公司 3 家獲得 QEO 體系管理認證



17 Companies (17 家)

Supervisory Review
通過監督審核

Seventeen companies passed supervisory review.
17 家公司全部通過了監督審核

FOSTERING ENVIRONMENTAL AWARENESS

In response to various environmental activities, the Group has created slogans for environmental protection and energy conservation, and set up educational courses and training sessions. Green Office Program has been gradually integrated into the working life to enhance the employees' awareness of resource conservation and environmental protection.

培養環境保護意識

集團積極回應各類環保活動，組織製作環保節能宣傳標語，以及開設環保節能教育培訓課程，將綠色辦公融入生活點滴，以提升員工資源節約、環境保護意識。

CASE A Day for Environmental Cause 案例 環境公益日宣傳活動

On June 5, 2016, Guangzhou EP Environmental Engineering Ltd. organized 50 employees to participate in the Going Green for Water Control in Southern Guangdong Environmental Welfare Day. As one of the top ten spokesmen for water control action in South Guangdong, the Company sent a 51-member team to the 2nd Guangzhou Haizhu National Wetland Park under the theme of Lasting Green and Energizing Run. Aiming to improve environmental conditions and advance eco-development, the Company called on people from all walks of life to contribute to the creation of a green city.

2016年6月5日，廣州市環境保護工程設計院有限公司（以下簡稱廣院）組織50餘名員工參與「南粵治水，綠色同行」——「六·五」環境公益日宣傳活動。廣院還作為「南粵治水公益行動十大代言人」，組成51人方隊參與現場「綠色延續，蓄力Run」——第二屆廣州海珠國家濕地公園環保跑項目。廣院以此次環保宣傳活動積極踐行「改善環境質量，推動綠色發展」的目標，身體力行號召各界為打造綠色城市貢獻力量。



CASE Energy Conservation Education Campaign 案例 節能宣傳教育

In response to the call of the government, the Group released energy conservation publications in 2016. Posters for a Smart and Joyful Energy-saving in Longjiang were posted on the bulletin boards of workshops, factories, and at the headquarters, and was also released on the Group's OA system. Focusing on small acts of energy conservation at work and in life, the poster encouraged people to save energy when using computers, lightings and air-conditioners, and when consuming food and water. It also encouraged them to use public transport. The energy conservation education campaign is aimed at enhancing the environmental awareness among the employees and customers.

2016年，集團積極回應政府號召，開展節約能源宣傳活動，在總部各廠區宣傳欄和車間張貼《智慧龍江 樂享節能》節能宣傳海報，並於集團OA系統的「集團公告」發佈該海報。海報聚焦於工作和生活中點點滴滴的節能行動，致力於提倡在使用電腦、照明、空調、公交、用餐和用水等方面的節約，以期廣泛提升員工和顧客的環境保護意識。



ENHANCING THE EFFICIENCY OF RESOURCE UTILIZATION

In accordance with high standards of energy utilization, the Group has adopted comprehensive management measures, implemented efficient energy management strategies and technical innovations to enhance the efficient use of resources. As a result, remarkable results in energy conservation and emission reduction have been achieved.

ENERGY UTILIZATION

The primary energy resources used by the Group are electricity, gasoline, diesel oil, natural gas and lubricating oil, with electricity taking up over 95%. Through strengthening the management of energy consumption throughout the operation, the Group has rolled out a comprehensive management and control system to effectively improve the overall efficiency of energy utilization.

China Lesso's Energy Utilization in 2015 and in 2016 2015年及2016年集團能源使用情況

Type of Energy 能源種類	Electricity 電能	Diesel 柴油	Gasoline 汽油	Natural Gas 天然氣	Lubricating Oil 潤滑油
Unit 單位	(10,000 kW · h) (萬千瓦時)	(Ton) (噸)	(Ton) (噸)	(10,000 m ³) (萬立方米)	(Ton) (噸)
Amount Used in 2016 2016年使用量	77,051	662	631	496	1,622
Amount Used in 2015 2015年使用量	65,565	1,453	297	N/A	N/A

PROMOTING ENERGY CONSERVATION AND EMISSION REDUCTION

Continuously advancing clean production, the Group has reduced electrical energy consumption through a solar power generation program, and has achieved comprehensive technical transformations of energy conservation according to the characteristics of its energy consumption. Multiple no-cost/low-cost plans have been implemented to improve energy conservation, emission reduction and efficiency.

China Lesso attained remarkable results in energy conservation and emission reduction in 2016, and received a number of recognitions in February 2017 at the Review of Enterprises for their Consistent Clean Production in Guangdong Province for 2016.

提升資源使用效益

集團採用高要求的能源使用標準，從對環境產生影響的源頭出發，採取綜合管理措施，通過高效的能源管理策略和技術創新全面提升資源使用效益，節能降耗綜合效益顯著。

能源使用

集團能源消耗主要是電能、汽油、柴油、天然氣以及潤滑油的使用，其中電能佔95%以上。通過強化運營過程中能耗管理，對其使用實施全面管理與控制，有效提升能源的整體使用效益。

促進節能減排

集團持續推進清潔生產，並根據整體能源消耗特點，著力通過建設太陽能發電項目、全面的節能技術改造等方式降低電能的使用，輔以實施多個無/低費方案，實現節能減排增效。

2016年集團節能減排成效顯著，於2017年2月通過了2016年度廣東省持續清潔生產企業審核，並獲得多項認可。

Energy Conservation and Emission Reduction
節能減排

Solar Power Generation
太陽能發電

The EPC model was adopted to put the solar power generation project into operation, saving 10,826,600 kW · h of electricity and RMB 8,472,800 in electricity, and reducing the emissions by 10830.01 tons of carbon dioxide a year.

採用合同能源管理的模式，投產太陽能發電，年發電量約 1,086.26 萬千瓦時，年可減少電力費用 847.28 萬元，可減少二氧化碳排放 10,830.01 噸 / 年

Energy-saving Server
節能伺服器

The motors of 17 injection molding machines in the accessories workshop were upgraded with electro-hydraulic servo control systems, saving 728,100 kW · h of electricity and RMB 567,900 in electricity, and reducing the emissions of carbon dioxide by 72.59 tons per year.

對配件車間 17 台注塑機電機進行伺服改造，更新為注塑機電液伺服控制系統，年節電 72.81 萬千瓦時，年節約電費 56.79 萬元，減少 72.59 噸二氧化碳

Energy-efficient Lamps
節能電燈

The 1,500 energy-efficient lamps in the Headquarters were replaced in batches with LED energy-efficient mining lamps. In 2016, 715,000 kW · h of electricity was saved, equivalent to a saving of RMB 572,000.

分批將總部約 150 節能燈管更換為 LED 節能工礦燈，年節約電量約為 71.5 萬千瓦時，折合 57.2 萬元

Remarkable Results of Energy Conservation and Emission Reduction
節能減排成效顯著

Rated as one of National Second Batch of Demonstration Enterprise of Industrial Power Demand Side Management by the Ministry of Industry and Information Technology
被工業和信息化部評為「全國工業領域電力需求側管理第二批示範企業」

Over fulfilled the Energy Conservation Assessment Indexes of Key Energy Consumers of Foshan City and Shunde District for 2 Consecutive Years
連續第二年「超額完成」佛山市及順德區下達的重點用能單位節能考核核標

Passed the acceptance inspection of Demonstration Project of Hong Kong SAR Cleaner Production Partners Recognition Scheme
通過了「香港政府清潔生產夥伴計畫示範項目」驗收

Awarded Guangdong-Hong Kong Cleaner Production Partner Label by Environmental Protection Department of Hong Kong, Economic & Information Department of Guangdong Province, Environmental Protection Department of Guangdong Province
獲得由香港環保局、廣東省經信廳、省環保廳等聯合頒發的「粵港清潔生產夥伴標誌」榮譽



Solar power generation on the rooftop of the headquarters
總部屋頂太陽能發電



Conversion to LED lighting in the headquarters
總部 Led 改造



Injection molding machine server transformation Program
注塑機伺服改造項目

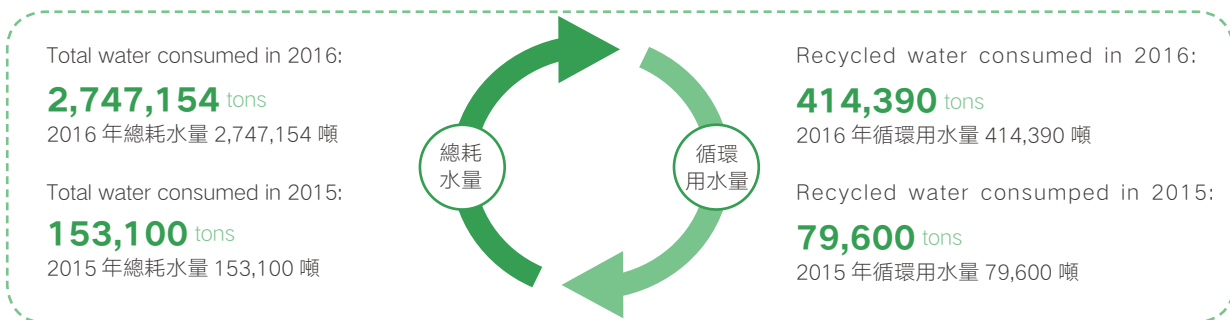
CONSERVATION OF WATER

Well aware of the impact of water consumption on the environment and the necessity for water conservation, the Group advocates the recycling of water for further use and employs various water-saving technologies. The results of water conservation, cost reduction and efficiency improvement have been continuously enhanced. For instance, of the 2,747,154 tons of water consumed in 2016 for production and cooling towers, 414,390 tons (15.8%) was recycled water.

呵護水資源

集團重視水資源消耗對環境的影響以及節約水資源的必要性，提倡水資源循環利用並積極應用節水技術，節水降本增效成果持續提升。

2016年集團總耗水量為2,747,154噸，主要是用於產品及設備降溫、冷卻塔使用等，循環用水量為414,390噸，佔總耗水量的15.8%。



Note: Since the scope of statistics on total water consumed was widened in 2016, the increase in total water consumed in 2016 was significant.

注：由於2016年統計範圍增大，總耗水量顯著增加



Use of recycled, cooling water
冷卻循環水使用



Water-saving irrigation
節水灌溉



Rainwater management system
雨水管理系統

CASE 案例 The Area C of The Headquarters Sets Example of Sponge City 集團總部 C 區海綿城市示範點

The drainage system of the Area C of the headquarters is composed of a rainwater collection and drainage system, and a domestic wastewater and rainwater recycling system. It is designed and constructed on the principles of infiltration, precipitation, storage, cleansing, utilization and drainage. The sponge city and the eco-cleansing and recycling system are systems for recycling domestic wastewater and rainwater. The wastewater collected from employee canteens and toilets are treated and then transferred along with rainwater to the "efficient purifiers" consisting of wetland ditches and cleansing lakes for purification and treatment. The domestic wastewater and rainwater thus purified are then classified into four grades according to the water quality and can be used for greening and cooling spray in production accordingly. In this way, the domestic wastewater and rainwater are effectively recycled and reused, thus ensuring the effective and efficient use of water resources and significantly minimizing the hazards of wastewater discharge to the environment.

集團總部 C 區的排水系統是由雨水收集排放系統和生活污水及雨水循環系統兩部分組成，設計和建設均遵循「滲、滯、蓄、淨、用、排」的原則。海綿城市及原生態淨化循環系統為生活污水及雨水循環系統，是將職工飯堂的污水及廁所的污水進行收集處理後，與雨水彙集一同進入以植物濕地生態渠和生態淨化湖構成的「高效淨化器」進行淨化處理，逐層淨化的生活污水與雨水出水可達地表四類水質標準，可用於日常綠化、生產噴淋降溫等，實現了生活污水高效循環利用及雨水全生命週期管理，保障了水資源使用效益的同時，顯著降低了廢水排放對環境的危。



The Area C of the Headquarters Sets
Example of Sponge City
集團總部 C 區海綿城市示範點

REDUCING WASTE DISCHARGES

Paying attention to the impact of production and the wastes which were generated in the process on the living environment, the Group has adopted specific waste treatment measures to reduce hazardous gases and deliver solid wastes to qualified third-party waste treatment companies in order to minimize environmental damage.

GAS EMISSION REDUCTION

Conducting real-time monitoring of major air pollutants, the Group has deployed specialized filter units and pulse jet filter bag system for waste gas and dust treatment. There were no hazardous gases generated during operation, but air pollutants and greenhouse gases are generated from energy consumption in operational activities.

China Lesso's Gas Emissions and Emission Reductions in 2016
2016年集團氣體排放量與減排量

Gas Emissions and Emission Reduction 氣體排放量與減排量	Nitrous Oxide Emissions 氧化亞氮 排放量	Sulfur Dioxide Emissions 二氧化硫 排放量	Greenhouse Gas Emissions 溫室氣體 排放量	Nitrous Oxide Emission Reduction 氧化亞氮 減排量	Sulfur Dioxide Emission Reduction 二氧化硫 減排量	Greenhouse Gas Emission Reduction 溫室氣體 減排量
Unit 單位	(Kg) (千克)	(Kg) (千克)	(Ton) 噸二氧化碳	(Kg) (千克)	(Kg) (千克)	(Ton) 噸二氧化碳
Usage 使用量	20,301	4,796	250,481	191	153	667

TREATMENT OF SOLID INDUSTRIAL WASTE

Solid industrial waste generated during operation are primarily internally classified solidified substances and packaging materials, which are then handed over to qualified waste treatment service providers for recycling. In 2016, the Group successfully passed the third-party QEO solid waste management system review.

降低廢棄物的排放

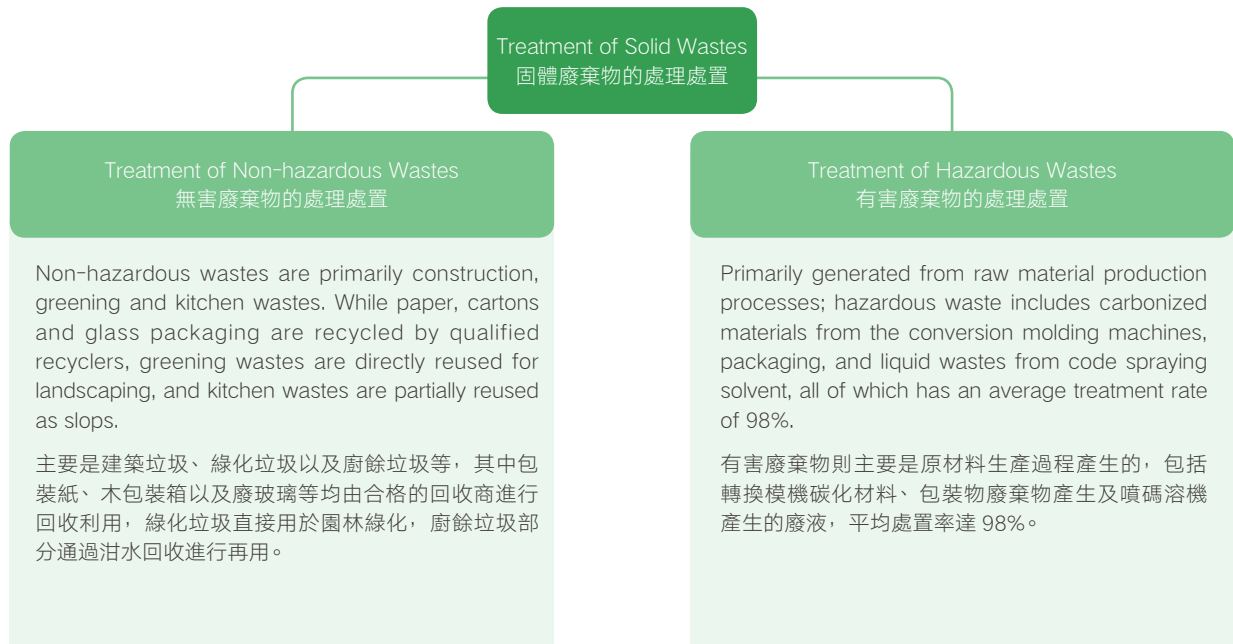
集團重視生產運營中產生的廢棄物可能對居者生活環境造成的影響，採用專業的處理方式降低有害氣體的產生，並通過有資質的第三方對固體廢棄物進行處置。

氣體減排

集團對主要空氣污染物進行即時監測，並採用專業的過濾裝置和布袋脈衝除塵系統處理產生的廢氣和粉塵。運營全過程中無特殊有害氣體產生，主要為經營活動中消耗能源產生的空氣污染物及溫室氣體。

固體廢棄物的處置

集團運營產生的固體廢棄物主要是內部配合分類處理固化物、包裝材料等，然後交由具備資質的單位進行回收處理。2016年，集團通過了QEO管理體系中對固體廢棄物的第三方審核。



In 2016, 3,100 tons of hazard-free wastes were generated, and 1,736 photocopier drums and 1,638 toner cartridges were consumed. Our recycling of the plastics and used oil generated from operation have effectively reduced waste discharges.

2016年集團無害廢棄物產生量為3,100噸，硒鼓和墨盒使用量分別為1,736和1,638個，運營過程中對產生的塑料、廢機油等回收再用，有效降低廢棄物的排放量。

Wastes Generated by China Lesso 2016年集團廢棄物回收情況

	Plastics (Ton) 塑料 (噸)	Used Oil (Ton) 廢機油 (噸)	Used Oil Barrels (Ton) 廢油桶 (噸)	Used Tinplate Cans (Ton) 廢鐵罐 (噸)
Amount Recycled in 2016 2016年回收量	33,728.88	64.78	108.86	135.44
Amount Recycled in 2015 2015年回收量	2,970.00	10.57	4.90	192.00

SOCIETY

BRINGING A WARM
TOUCH TO THE LIVING
ENVIRONMENT

社會篇

溫暖居者生活氣氛

Guided by the public service concept of giving back to the community, the Group has made full use of its advantages to respond to the demands of residents. Actively involved in public service programs and poverty relief efforts, we are committed to showing care and compassion to society and bringing a warm touch to the community, thus working with residents to build a happy home for them. In 2016, the Group donated twice as much to charitable causes as it did in 2015.

集團長久以來秉承回饋社區的公益理念，充分發揮自身優勢回應居者相關訴求。積極投入社會公益事業與貧困幫扶中，致力於持續向社會傳遞真情和關愛、溫暖社區、與居者共建幸福家園。2016年公益總投入約為2015年的兩倍。





Welfare Activities
公益活動

12 Activities
次

Volunteers
志願者服務

145 People
人次

Welfare Investment
公益投入

341 RMB 10,000
萬元

SUPPORTING COMMUNITY DEVELOPMENT

For community development, the Group has brought into play its strengths to service the community residents, and has supported the development of national sports to promote a sense of well-being.

服務社區發展

集團積極服務社區發展，借助自身優勢服務社區群眾，同時支持國民體育發展提升居者幸福感。

CASE Donation of Pipelines to Ningxia Villages 案例 為寧夏農村捐贈管道

In certain villages of Ningxia, drinking water is still transported over hills and crests by vehicles, donkeys or manpower. Labor resources are heavily fettered. The relatively high alkalinity of the water also has an adverse effect on the population's health. Concerned with social development and people's livelihood, China Lesso donated RMB1 million worth of piping materials to the "drinking water-to-home" program, and resolved the difficulty of water transportation for the local residents. As a large industrial group engaged in the businesses of home decoration products and building materials with a specialization in piping manufacturing, China Lesso enabled six villages in Pengyang County, Ningxia to gain access to tap water, thus helping the people there resolve the difficulty in obtaining drinking water and protecting their health with the ensured supply of safe drinking tap water in the community.

寧夏地區部分農村飲用水仍存在靠車拉運輸、驢馱運輸或者翻山越嶺背水的獲取方式，嚴重束縛了勞動力資源，同時也存在水質較硬，鹼性較高的問題，在一定程度上對居民的健康產生了不良影響。中國聯塑持續關注社會發展和人民生活問題，向該地區捐贈了價值100萬元的飲水入戶工程管道物資，有助於當地民眾緩解取水難的困境。同時，作為以管道產業為核心主業的大型建材家居產業集團，中國聯塑發揮自身企業優勢，用實際行動幫助寧夏彭陽縣6個村莊接入自來水，解決當地居民取水困難這一重要的民生問題，保障了社區安全的自來水供應，為健康護航。



China Lesso Donated Pipelines to Ningxia
向寧夏捐贈管道

POVERTY ALLEVIATION

Taking advantage of its resources, China Lesso cares about vulnerable groups and is committed to improving the infrastructure and educational conditions in poverty-stricken areas. While launching public benefit programs and fulfilling its social responsibility towards the community, we also appeal to the public to join our efforts to build a harmonious society.

CARING FOR SANITATION WORKERS

To share happiness with the residents, the Group shows its care for sanitation workers with concrete actions and allows these hardworking people to feel the care from all walks of life.

扶貧濟困

集團充分利用自身優勢，關愛弱勢群體並精心致力於改善貧困地區基礎設施和教育環境，貢獻愛心，切實踐行社區責任，並倡導群眾貢獻愛心，構建和諧社會。

關愛環衛工人

集團懷著與居者共享幸福的理念，用最實際的行動關愛環衛工人點滴生活，讓辛勞的環衛工作人員切實感受到社會各界的溫暖。

CASE 案例 An Environmental Campaign -- Sanitation Worker Programs 環衛公益建設

• On 14 July 2016, China Lesso, China Green Foundation and the Beautiful Shenzhen Foundation jointly launched the Road Angel Care Movement and donated 10,000 "happiness bags", which are worth RMB1 million, to sanitation workers as a gesture of respect, warmth, care, and compassion for them in the community.

"It is all corporate citizens' responsibility to contribute to a harmonious society and charitable causes. In the future, China Lesso will continue to give back to society by initiating more charitable activities."

—Kong Zhacong, Executive Director & Vice President of China Lesso

• On 8 July 2016, China Lesso and China Green Foundation launched the Five Yuan Happiness Alliance charitable event. The event called for a donation of RMB5 from each person to the care foundation dedicated to helping the sanitation workers. It was an appeal to society to care about the sanitation workers as part of China Lesso's drive to build a beautiful home.

2016年7月14日，中國聯塑與中國綠化基金會和美麗深圳公益基金會共同傳遞社會關懷，舉行「馬路天使關愛行動」，為環衛工人捐贈總價值100萬元的1萬個幸福包，以實際行動給綠化天使送去尊重與溫暖，傳遞社會真情與關愛。

「積極構建和諧社會，在公益事業上做出應有的貢獻，是每一個有擔當的企業公民應盡的責任之一，未來，我們將持之以恆地開展回饋社會的公益活動。」

——中國聯塑執行董事兼副總裁 孔兆聰

中國聯塑與中國綠化基金會2016年7月8日正式啟動「五元幸福聯盟」關愛隱形馬路天使公益活動。通過5元公益捐贈行動募集關愛基金，以實際行動溫暖隱形馬路天使，喚起社會各界對環衛工人的關注，共同構築美好家園。



Happiness Bags Donated to Sanitation Workers
為環衛工人捐贈幸福包

30 LESSO 联盟
联盟30年 幸福与您同行

幸福与天使同行

五元献一份爱心

保护他们粗糙却温暖的双手!

A Charitable Event "Five Yuan Happiness Alliance"
「五元幸福聯盟」公益活動

5元有力量

他们用茧子叠起城市的美丽
我愿意，
帮助天使与幸福同行

VOLUNTARY SERVICES

The Group encourages employees to participate in charitable activities and organizes poverty relief and public service campaign to help those in need so as to benefit the community.

志願者活動

集團支持員工以志願服務的方式參與公益活動，積極組織扶貧濟困和公益宣傳等活動，把愛心帶給需要幫助的人們，造福於社會民眾。



Visiting the Poor and the Elderly:
A visit to poverty-stricken families and senior citizens at nursing homes
慰貧敬老：探訪困難家庭和敬老院長者



Children Growth Care:
Magic performance by the volunteer alliance
關注兒童成長：開展義工聯誼魔術活動



Legal System Campaign
舉行法制宣傳活動

EMPLOYEES

SHARING RESULTS OF DEVELOPMENT

員工篇

與居者共享發展成果

China Lesso always put people first, and welcomes high-caliber talent from all over the world to join it for a common purpose and mutually beneficial development. Actively recruiting various talent, protecting employees' rights and interests, attaching importance to their physical and mental health as well as their occupational development, China Lesso is committed to the mutually beneficial improvement of the employees and itself, and sharing the results of the overall development with its employees.

集團秉持以人為本的理念，歡迎各方的優秀人才加入聯塑，與他們共同成長。積極引進各類人才，保障員工權益，關愛員工身心健康與職業發展，致力於員工與集團的同步提升，與員工共享發展成果。



New Employee Physical
examination rate
入職體檢率

100%

Total Number of Specialist Examinations
for Occupational Disease
職業病專門體檢人數

80 People
人

Hours of Health and Safety Training
for Special Duty Professions
特殊工種健康與安全培訓時數

60 Hours
小時





Gender of employees
員工性別結構

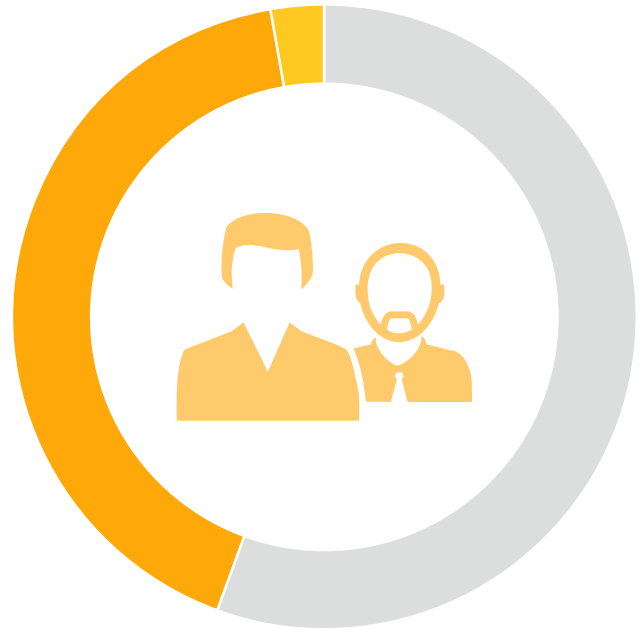
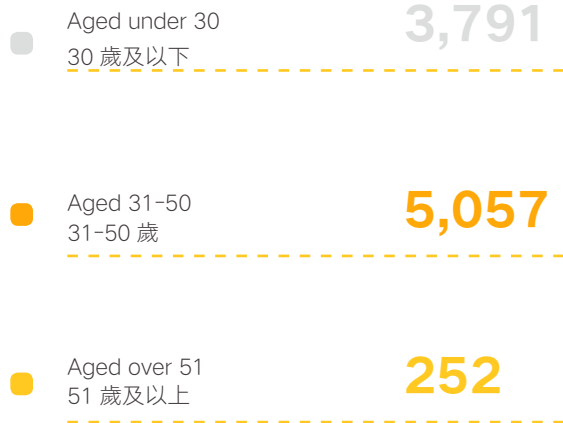
Female 女性	2,924
Male 男性	6,176



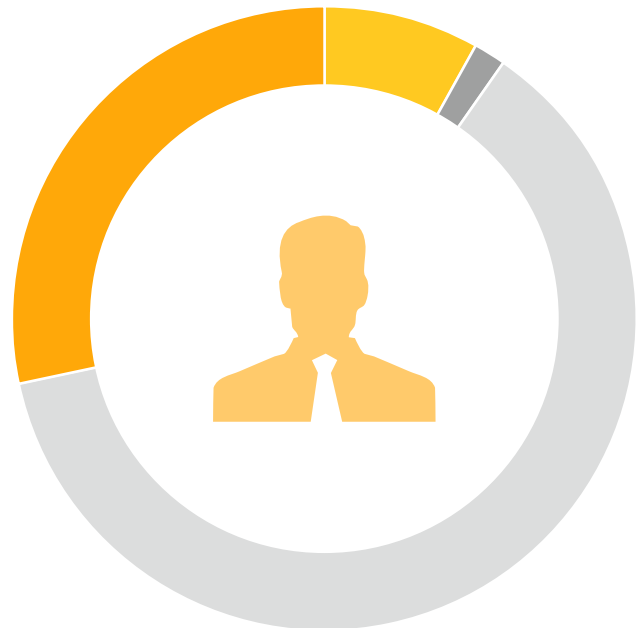
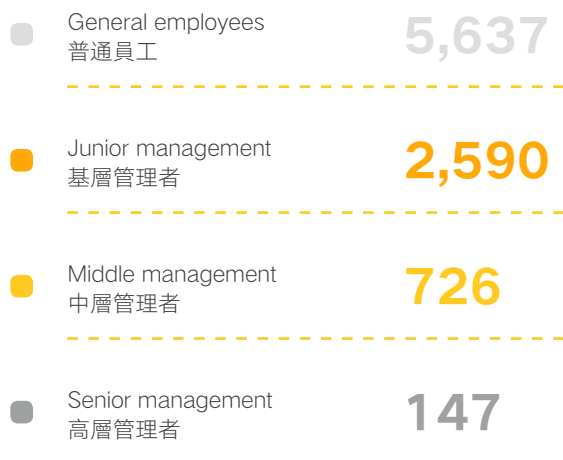
Academic background
of employees
員工學歷結構

High school graduate or lower 高中以下	5,636
College graduates 大專	1,983
Undergraduates 本科	1,378
Postgraduates and above 碩士及以上	103

Age of employees 員工年齡結構



Grade of employees 員工類型結構



PROTECTING EMPLOYEES' RIGHTS AND INTERESTS

In accordance with the Labor Laws and other regulations, the Group has developed a well-established employee insurance system because it respects and protects employees' rights and interests. Through building equal and harmonious relationships with employees, we provide remuneration, welfare, and a healthy and safe working environment for them.

EQUAL EMPLOYMENT OPPORTUNITY

The Group adopts an employment policy that shows its belief in openness and equal opportunity. China Lesso protects the labor rights of employees as required by law and adheres to the principle of equal employment opportunity. In the process, the Group strives to eliminate employment discrimination and continues to enhance the fair and legal employment environment.

Respect for human rights: As required by the state, China Lesso opposes forced and child labor, and never discriminates against employees on grounds of race, religion, skin color, nationality, gender or age.

Regulated employment: In strict accordance with the state laws and regulations, China Lesso enters into a labor contract with every employee.

EMPLOYEES' REMUNERATION AND BENEFITS

We have formulated the China Lesso Remuneration Management Regulations, and implemented the uniform occupational pension system and supplementary medical insurance system accordingly. Continuously improving the multi-layer, multi-dimension and all-round employee insurance system, we have a social insurance coverage rate of 100% every year.

Providing employees with competitive remuneration and guaranteed benefits, China Lesso encourages its employees to be enterprising and innovative, thus enhancing their sense of belonging.

OCCUPATIONAL HEALTH AND SAFETY

Attaching great importance to the occupational health and safety of employees, the Group has established and improved its occupational health management system in strict accordance with the Law of Occupational Disease Prevention and Control and the Law of Work Safety. Occupational health guidance meetings and work safety drills are conducted regularly to minimize risks of problems in occupational health and safety, and to provide employees with a healthy and safe working environment.

保障員工權益

集團遵守《勞動法》等法律法規，依法建立完善的員工保險制度，尊重和保障員工的合法權益，與員工建立平等和諧的勞動關係，為員工提供全面的薪酬福利保障和健康安全的工作環境。

平等僱傭

集團奉行公開、平等的用工政策，依法保障其勞動權利，致力於維護就業機會均等原則，努力消除就業和職業歧視，不斷完善公平、合法的僱傭環境。

尊重人權：按照國家要求，堅決反對強迫勞動和使用童工，不因種族、信仰、膚色、國籍、性別、年齡等不同而區別對待。

規範勞動傭工：嚴格遵照國家相關法律法規，全面簽訂勞動合同。

薪酬與福利

集團制定了《中國聯塑薪酬管理制度》，並依法執行統一的企業年金制度和補充醫療保險制度，不斷完善多層次、立體化、全方位的員工保險制度體系，全年社會保險覆蓋率達到 100%。

為員工提供具有競爭力的薪酬待遇和全面的福利保障，支持員工發揮創意，幫助員工實現創新思想，切實提高員工歸屬感。

職業健康與安全

集團高度重視員工職業健康與安全，嚴格遵守《職業病防治法》及《安全生產法》等法律法規，建立並完善職業健康管理體系。定期開展各種職業健康輔導和安全生產演練，全面防範職業健康和生產安全風險，為員工打造健康、安全的工作環境。

Protection of Employees Physical and Mental Health

The Group has set up a Labor Union for employees to allow them to voice their psychological demands, and holds regular seminars for employees to resolve any such issues. Physical examinations for employees are regularly conducted. In 2016, China Lesso conducted physical examinations for 100% of its employees, and sent 80 employees for specialized examinations for occupational diseases.

集團設立工會組織供員工反映心理訴求，同時定期開展員工座談會，輔助疏導員工心理困惑。同時組織員工定期檢查，2016年，集團員工體檢率達100%，職業病專門體檢人數為80人。

Ensuring Production Safety

The Group has been proactively implementing production safety policy according to its motto: "safety first with emphasis on prevention". It has been committed to ensuring production safety by holding work safety training sessions and seminars on awareness of production safety regularly.



Training in the Use of Protective Equipment
勞保用品使用安全培訓

保障員工身心健康



Organizing and providing a psychological counselling service for the staff
組織員工進行心理輔導

生產安全防範

集團積極落實「安全第一，預防為主」安全生產方針，切實做好安全防範工作，定期舉行安全生產培訓、開展安全意識專題講座，全面防範安全風險。



Lecture on Heatstroke and Prevention of Explosion
防中暑防爆專題講座

CARING ABOUT EMPLOYEES' DEVELOPMENT

Through a comprehensive employee training system, China Lesso has gradually enhanced the competency of its employees. A system for promotion has been established and opportunities for development have been provided to support and promote employees' career development and individual development. Internal selections and promotions of employees are conducted based on job requirements and job descriptions.

TRAINING OF EMPLOYEES

Attaching importance to joint development of both the Group and its employees, China Lesso has established Lesso College, formulated annual training plans and a comprehensive training system that includes training for new employees and training in professional skills to help employees advance to senior management. The system for comprehensive and personalized training serves as a platform that supports the employees' professional self-development.

Education of Employees at Grass-Roots Level

We provide training of new employees, elementary training and training in professional skills to quickly enhance the overall competency of employee at grass-roots level and meet their demand for self-improvement.

- Training of new employees

Training of new employees includes such aspects as the history of China Lesso, corporate culture, business concepts, organizational structure, rules and regulations, general knowledge about product quality, awareness of safety, education about fire prevention and QEO knowledge, etc.;

- Elementary training

Training of new employees and workers at the production line in product knowledge, work procedures, job specifications, operating procedures, quality, charity, 6SK, energy conservation, emission reduction, and safety;

- Training in professional skills

Intensive professional training for employees to enhance their abilities and performance so as to enable them to meet increasingly higher requirements at work.

關注員工發展

集團為員工構建全面的培訓體系，逐步提升員工能力，同時制定完善的晉升制度並提供廣闊發展平台，支持並促進員工職業發展和個人發展，根據任職資格及崗位說明展開內部選拔晉升。

員工培訓

集團注重與員工共同成長，設立聯塑學院、制定集團年度培訓計劃並具備從基層員工到高級管理層、從新員工培訓到專業技能培訓的全方位培訓體系，致力於通過全面、個性化的培訓制度，為員工提供良好的發展平台，助力員工實現自身發展。

基層員工教育

集團針對員工實際情況，設立新員工培訓、基礎培訓和專業技能培訓，以快速提升基層員工整體素質，滿足員工對自我提升的需求。

新員工培訓

針對新入職員工進行培訓，包括歷史、企業文化、經營理念、組織架構、規章制度、質量常識、安全意識、消防教育、QEO知識等；

基礎培訓

針對上崗前新員工及一線員工展開的產品知識、工作程序、工作技術規範、操作規程、質量、公益、6SK、節能減排、安全培訓等；

專業技能培訓

針對員工不斷進行專業性強化訓練，以此提高員工從事工作的能力與水平，適應工作目標不斷提高的要求。



"New Power Training Program"
新動力培養項目

Providing Adult Education Jointly with Universities

Attaching great importance to the enhancement of the competitiveness of its talents, the Group's Lesso College has cooperated with the South China University of Technology in providing adult education. The academic education of employees has been continuously improved to comprehensively enhance the overall cultural competency and educational background of the employees, help them realize personal value and career development and achieve long-term growth during their employment with the Group. Meanwhile, opportunities for learning have been provided for enterprising employees to inspire self-initiated learning and promote employees' development.

合作成人教育

集團注重提升人才競爭力，其聯塑學院與華南理工大學合作推行成人教育，持續推進集團員工學歷教育培訓，以全面系統提高員工整體文化素質水平，提升員工學歷層次，實現員工個人價值及職業發展，與集團共同長期成長，同時為有進取心的員工提供便利的學習條件，鼓勵員工主動學習，促進員工發展。



Employees' Academic Education
員工學歷教育

Tengjian Series of Training

The Group organizes annual specialized training sessions for senior, middle and junior management. Tengjian Series of Training can serve as an example. It includes Sujian training programme for the junior management, Tengjian training programme for the middle management and Yujian training programme for the senior management. Corresponding programs are further provided to help enhance their management ideas and skills.

騰艦系列培訓

集團每年定期組織針對高層、中層、基層管理者的專項培訓，如騰艦系列培訓則包括針對性開展的基層管理人員「塑艦」、中層管理人員「騰艦」、高層管理人員「馭艦」主題培訓項目，匹配相應的課程，幫助提升各層級員工的管理理念和技能。



Sujian — Enhancement of Shift Leader Management Skills
 「塑艦」——班組長管理技能提升

In 2016, the average number of training hours per employee was 36 hours, which represented a 50% increase from 2015.

2016年員工平均培訓時數為36小時/人，相比2015年平均培訓時數增加50%。

Table: Training Hours and Training Coverage by Category
表：分類別培訓時數與培訓覆蓋率

Employee Training Data 員工培訓數據		Employee Training Coverage (%) 員工培訓覆蓋率 /%	Training Hours Per Employee 員工人均培訓時間 / 小時	
By Gender 按性別分	Female 女性	15.11	36	
	Male 男性	24.22	36	
By Employee Type 按員工類型分	Senior Management 高層管理者	23.13	24	
	Middle Management 中層管理者	43.66	48	
	Junior Management 基層管理者	24.83	36	
	General Employees 普通員工	17.44	36	
	Accumulative number of training programmes that have been developed 累計開發培訓課程 / 門		103 programmes 103/ 門	

PROMOTION AND DEVELOPMENT

The Group gives adequate training and opportunities for development to employees at all levels, and provides college graduates and technicians with multiple channels for promotion.

Multi-dimensional Promotion Channels 多維晉升渠道



晉升與發展

集團針對不同層級員工，給予員工充分的鍛煉發展機會，為大學生和專業技工制定了多維晉升渠道，同時通過一系列激勵措施促進員工全方位提升。

CASE Employee Skill Competition 案例 員工技能比武

On 12 April 2016, the Group held the annual Job Skill Competition featuring such categories as feeding of materials by mixing workers, manual pipe packaging, automatic packaging machine operation, SAP system operation, code spraying and cooperation, maintenance, tube rolling, and injection molding machine operation. Covering all the posts within the Group, the competition was aimed to standardize the knowledge and skills of each post. By reviewing the employees' skills, this open competition showed recognition of the devoted and skilled employees in the team. While employees' rights and interests were protected, an atmosphere of mutual learning and mutual growth amongst the employees was created.

2016年4月12日，集團開展了年度「崗位技能大比武」活動，比武的項目包括混料工投料、手動線管包裝、自動包裝機操作、SAP系統操作、噴碼及操作、維修、紮管及注塑機操作等，涵蓋了集團各個崗位，旨在標準化和規範化各崗位知識和技能。技能比武大賽以公開競賽的方式考察員工技能，讓愛崗敬業、技能領先的員工在團隊得到一致認可和晉升，保障了員工權益的同時為職工打造相互學習、共同成長的氣氛。



CASE Fair Appointment of Reserve Workshop Director 案例 公平選聘後備車間主任

In 2016, the Group appoints employees to the positions of reserve workshop directors through selection, which comprises application, qualification review, examination in knowledge about practical operation, and notification of results. No complaints were received from employees regarding the promotion and appointment. This open and transparent process demonstrates China Lesso's fair and just employment system.

2016 年公司舉行了後備車間主任選拔，集團內部實施組織報名、資格審核、实操理論知識答辯及結果公示的選拔流程，整個過程公開透明，員工對於晉升結果均無任何投訴，體現了集團積極踐行公平公正的員工僱傭機制。



CARING ABOUT EMPLOYEES' LIVES

China Lesso cares about the work and life of all its employees, and is dedicated to creating a harmonious and comfortable working environment and organizing a wide range of activities for the employees. These efforts are meant to meet the employees' demand at work and in life, to strike a balance between work and life, and enhance their sense of belonging and well-being.

COMMUNICATION WITH EMPLOYEES

The Group has established multiple channels for communication with employees so that it can learn about and respond to the employees' problems, especially those of their benefits and life. Internal exchanges have been initiated with the aim of achieving an overall improvement.



SUPPORT TO EMPLOYEES

Concerned about poverty-stricken employees, the Group has always been ready to learn about employees' problems and help them resolve these problems.

關愛員工生活

中國聯塑致力於為員工創造和諧舒適的工作環境，用心關懷員工工作與生活。積極組織活動以豐富員工生活，努力滿足員工在工作和生活上的需求，保障員工工作和生活平衡，提升員工歸屬感與幸福度。

員工溝通

集團建立多種與員工溝通的渠道，針對員工福利、生活等員工重點關注的問題進行溝通、瞭解和回應，全面開展內部交流活動，實現整體提升。



Internal Communication Meeting
內部溝通會



Seminar for New Employees
新進員工座談會

員工幫扶

集團關注困難員工，及時掌握困難員工情況及動向，對需要幫助的員工積極伸出援手，送上溫暖，切實幫助員工解決實際困難。

PRODUCTS 產品篇

SERVICES 服務篇

PARTNERS 夥伴篇

ENVIRONMENT 環境篇

SOCIETY 社會篇

EMPLOYEES 員工篇

CASE Making A Gesture of Sympathy To Employees in Difficulties

案例 慰問困難員工

On 20 January 2016, China Lesso's Labor Union visited various poverty-stricken employees to thank them for their contribution to the development of their districts and towns and gave them some money as financial assistance. Gratuity fund, New Year Gift Bag and New Year blessings were also sent to such employees. The new year greetings to the employees were meant to inspire them to overcome difficulties and to let the employees feel the warmth from the China Lesso family.

2016年1月20日，為感謝務工人員對區、鎮發展做出的貢獻，聯塑工會對部分困難員工進行了慰問，並送上了慰問金、新年大禮包及新年的祝福。新年的問候給員工帶來了克服困難的勇氣，讓職工感受到中國聯塑作為一個大家庭的溫暖。



CARING ABOUT EMPLOYEES

To create a relaxing working environment, enrich the social life of the employees, promote their mutual understanding and cultivate a team spirit, the Group organizes a wide range of recreational and sports activities regularly. During these activities, employees can relax their body and mind, and have a stronger sense of cohesion and belonging.

Holiday Activities

We visit the employees and send greetings to them during holidays, hold birthday parties for them, and organize gala dinners for them to celebrate the May 4 Movement, Mid-Autumn Festival, Christmas and New Year's Day.



Holidays activities
節假日活動



Parties are organized for single employees
多次組織內部員工單身派對



Conducting lectures on health and offering free medical consultations
舉辦義診、健康諮詢等活動



員工關愛

集團關愛員工，致力於為員工營造輕鬆的工作氣氛，為豐富員工的業餘生活，促進員工之間的相互瞭解，更好地發揚團隊協作的精神，定期組織豐富多彩的文體活動，使員工放鬆身心，增強員工的凝聚力和歸屬感。

節假日活動

在節日對員工走訪慰問、為員工舉辦生日會、舉辦五四晚會、中秋晚會、聖誕元旦晚會等活動

Caring about Employees' Health: providing physical examinations, conducting lectures on health and offering free medical consultations.
關注員工健康：提供體檢並舉辦健康講座、義診等

Providing Platforms for Making friends: parties are organized for single employees, and they are encouraged to sign up for events organized by the local districts and towns.
提供交友平台：多次組織員工內部單身派對，參加區、鎮組織的各類聯誼活動。

OUTLOOK

展望未來

As a leading large-scale industrial group that manufactures building materials and interior decoration products in mainland China, China Lesso always reflects on and practices the concept of "Create a relaxing life". It provides customers with products and services of higher price-to-performance ratios, and creates a comfortable, quality home life. Currently, China's industries of building materials and interior decoration products are undergoing profound changes and being restructured and upgraded. China Lesso will continue to attach importance to its products' quality and development as always, and will press ahead with its strategies for developing international markets. It will also continue to help society solve its problems, listen to the voices from all walks of life and share the results of the development with all the stakeholders.

作為國內大型建材家居集團，中國聯塑始終在思考和踐行「為居者構築輕鬆生活」的理念，為客戶提供更多高性價比的產品和服務，締造舒適、高質量家居生活。目前，中國建材家居業正在發生深刻變化，結構調整、產業升級已經成為行業共識。我們將一如既往的重視產品的質量與研發，堅持「走出去」的國際發展戰略，積極參與解決社會問題，傾聽各方的聲音，與各利益相關方共享發展成果。

As the support from all sections of society is crucial to our achievements over the past three decades, we will continue to give back to the community by making steady progress in our business and undertaking socially responsible initiatives.

集團 30 年來的欣喜成績離不開社會各界的鼎力支持，展望未來，我們將一如既往，以更加穩健的發展與負責任的行動回報社會。

 <p>Products 產品</p>	<p>Through attaching a higher importance to product quality and development, we will continue to provide users with green, healthy, and quality products in the spirit of environmental protection. 更加重視產品的質量與研發，秉持綠色環保精神，為廣大用戶提供綠色健康高質量的產品。</p>
 <p>Services 服務</p>	<p>Greater efforts will be given to advance all-round service system development, optimize service platforms, and establish rapid customer communication systems. 深化客戶全方位服務體系建設，優化服務平台，建立更加暢通便捷的客戶溝通機制。</p>
 <p>Cooperation 合作</p>	<p>We will implement the international development strategy for globalization, forge stronger partnerships with stakeholders, and build a win-win industrial circle. 堅持「走出去」的國際發展及戰略，深化利益相關方合作關係，打造共贏產業圈。 Establish a long-term system of communication with suppliers. 建立供應商長效溝通機制。 Advance the cooperative development of emerging industries in regards to sponge cities and underground utility tunnels. 大力推進海綿城市、地下管廊等新興產業的合作開發。</p>
 <p>Environment 環境</p>	<p>While improving our environmental management system, we will adopt energy-saving and emission reduction measures in production and operation, and develop green and eco-friendly products. 完善公司環境管理體系，在生產、運營等方面全面採取節能減排，開發綠色環保產品。</p>
 <p>Society 社會</p>	<p>In maximizing China Lesso's strengths and resources, we will play our part in resolving social issues to support common development with the community. 更加充分結合集團自身優勢與資源，參與解決社會問題，保障與集團所在社區共同發展。</p>
 <p>Employees 員工</p>	<p>In implementing the strategy of diversified talents, we will focus on training lower-level employees, improve employee promotion methods, and help them fully realize their self value. Improve internal and external employee training structures and increase efforts for continued education. 貫徹多元人才戰略，精心培育基層員工，完善員工晉升機制，促進員工自我價值的充分實現。完善員工內外培訓機制加大繼續教育培訓力度。</p>

ESG PERFORMANCE

ESG 績效

ENVIRONMENTAL PERFORMANCE

環境績效

Scope of Indicator 指標範疇	Indicator Performance 指標表現
Aspect A1: Emissions 層面 A1：排放物	
<p>Information on the policies and 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 nonhazardous waste. 有關廢氣及溫室氣體排放、向水及土地的排污、有害及無害廢棄物的產生等的：(a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。</p>	<p>Disclosed in "Improving Environmental Management Systems" 「完善環境管理體系」中披露</p>
<p>KPI A1.1 關鍵績效指標 A1.1</p>	<p>The types of emissions and respective emissions data. 排放物種類及相關排放資料。</p>
<p>KPI A1.2 關鍵績效指標 A1.2</p>	<p>Greenhouse gas emissions in total (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility). 溫室氣體總排放量（以噸計算）及（如適用）密度（如以每產量單位、每項設施計算）。</p>
<p>KPI A1.3 關鍵績效指標 A1.3</p>	<p>Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility). 所產生有害廢棄物總量（以噸計算）及（如適用）密度（如以每產量單位、每項設施計算）。</p>
<p>KPI A1.4 關鍵績效指標 A1.4</p>	<p>Total nonhazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility). 所產生無害廢棄物總量（以噸計算）及（如適用）密度（如以每產量單位、每項設施計算）。</p>
<p>KPI A1.5 關鍵績效指標 A1.5</p>	<p>Description of measures to mitigate emissions and results achieved. 描述減低排放量的措施及所得成果。</p>
<p>KPI A1.6 關鍵績效指標 A1.6</p>	<p>Description of how hazardous and non-hazardous wastes are handled, reduction initiatives and results achieved. 描述處理有害及無害廢棄物的方法、減低產生量的措施及所得成果。</p>
<p>Disclosed in "Treatment Solid Industrial Waste" 「固體廢棄物的處置」中披露</p>	

Aspect A2: Resource Utilization 層面 A2: 資源使用

Policies on the efficient use of resources, including energy, water and other raw materials. 有效使用資源（包括能源、水及其他原材料）的政策。		Disclosed in "Enhancing the Efficiency of Resource Utilization" 「提升能源使用效益」中披露
KPI A2.1 關鍵績效指標 A2.1	Direct and/or indirect total energy consumption by type (e.g. electricity, gas or oil) (in 1,000 KWH) and intensity (e.g. per unit of production volume, per facility). 按類型劃分的直接及／或間接能源（如電、氣或油）總耗量（以千個千瓦時計算）及密度（如以每產量單位、每項設施計算）。	Disclosed in "Energy Utilization" 「能源使用」中披露
KPI A2.2 關鍵績效指標 A2.2	Water consumption in total and intensity (e.g. per unit of production volume, per facility). 總耗水量及密度（如以每產量單位、每項設施計算）。	Disclosed in "Conservation of Water" 「呵護水資源」中披露
KPI A2.3 關鍵績效指標 A2.3	Description of energy use efficiency initiatives and results achieved. 描述能源使用效益計劃及所得成果。	Disclosed in "Promoting Energy Conservation and Emission Reduction" 「促進節能減排」中披露
KPI A2.4 關鍵績效指標 A2.4	Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency initiatives and results achieved. 描述求取適用水源上可有任何問題，以及提升用水效益計劃及所得成果。	Disclosed in "Conservation of Water" 「呵護水資源」中披露
KPI A2.5 關鍵績效指標 A2.5	Total packaging materials (in tonnes) used for finished products and with reference to per unit produced where applicable. 製成品所用包裝材料的總量（以噸計算）及（如適用）每生產單位佔量。	Disclosed in "Solid Industrial Waste" 「固體廢棄物的處置」中披露

Aspect A3: Environment and Natural Resources 層面 A3: 環境與天然資源

Policies on minimizing the issuer's significant impact on the environment and natural resources. 減低發行人對環境及天然資源造成重大影響的政策。		Disclosed in "Treatment of Solid Industrial Waste" and "Fostering Environmental Awareness" 「固體廢棄物的處置」及「培養環境保護意識」中披露
KPI A3.1 關鍵績效指標 A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them. 描述業務活動對環境及天然資源的重大影響及已採取管理有關影響的行動。	

SOCIAL PERFORMANCE

社會績效

Scope of Indicator 指標範疇	Indicator Performance 指標表現
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Aspect B1: Employment
層面 B1: 僱傭

	<p>Information on the policies and compliance with relevant laws and regulations that have a significant impact on the issuer relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare. 有關薪酬及解僱、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：(a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。</p>	<p>Disclosed in "Protecting Employees' Rights and Interests" 「保障員工權益」中披露</p>
<p>KPI B1.1 關鍵績效指標 B1.1</p>	<p>Total number of employees by gender, employment type, age group and geographical region. 按性別、僱傭類型、年齡組別及地區劃分的僱員總數。</p>	<p>Disclosed in the opening of "Employees" 「員工篇」開篇中披露</p>
<p>KPI B1.2 關鍵績效指標 B1.2</p>	<p>Employee turnover rate by gender, age group and geographical region. 按性別、年齡組別及地區劃分的僱員流失比率。</p>	<p>Male/Female: 23.46 (%) / 22.02 (%) 男 / 女: 23.46 (%) / 22.02 (%)</p> <hr/> <p>Aged under 30/Aged 30~50/Aged over 50: 32.26 (%) / 16.81 (%) / 7.94 (%) 30歲以下 / 30歲到50歲 / 50歲以上: 32.26 (%) / 16.81 (%) / 7.94 (%)</p> <hr/> <p>South China/Central China/North China/East China/Southwest China/Northwest China/Northeast China/Hong Kong, Macau, Taiwan & Other Countries: 18.72 (%) / 19.44 (%) / 22.33 (%) / 50.92 (%) / 26.33 (%) / 21.36 (%) / 23.33 (%) / 19.05 (%) 華南 / 華中 / 華北 / 華東 / 西南 / 西北 / 東北 / 港澳台及外籍: 18.72 (%) / 19.44 (%) / 22.33 (%) / 50.92 (%) / 26.33 (%) / 21.36 (%) / 23.33 (%) / 19.05 (%)</p>

Aspect B2: Health and Safety

層面 B2: 健康與安全

<p>Information on policies and their compliance with relevant laws and regulations that have a significant impact on the issuer, in regards to the provision of a safe working environment and protection of employees from occupational hazards.</p> <p>有關提供安全工作環境及保障僱員避免職業性危害的：(a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。</p>		<p>Disclosed in "Occupational Health and Safety"</p> <p>「職業健康與安全」中披露</p>
KPI B2.1 關鍵績效指標 B2.1	<p>Number and rate of work-related fatalities.</p> <p>因工作關係而死亡的人數及比率。</p>	1/0.05 (%)
KPI B2.2 關鍵績效指標 B2.2	<p>Lost days due to work injury.</p> <p>因工傷損失工作日數。</p>	<p>220 (Days)</p> <p>220 (天)</p>
KPI B2.3 關鍵績效指標 B2.3	<p>Description of occupational health and safety measures adopted, how they are implemented and monitored.</p> <p>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。</p>	<p>Disclosed in "Occupational Health and Safety"</p> <p>「職業健康與安全」中披露</p>

Aspect B3: Development and Training

層面 B3: 發展及培訓

<p>Policies on improving employees' knowledge and skills for fulfilling work duties.</p> <p>Description of training activities.</p> <p>Note: Training refers to vocational training including internal and external programs paid by the employer.</p> <p>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。</p> <p>注：培訓指職業培訓，可包括由僱主付費的內外部課程。</p>		<p>Disclosed in "Caring about Employees' Development"</p> <p>「關注員工發展」中披露</p>
KPI B3.1 關鍵績效指標 B3.1	<p>The percentage of employees trained by gender and employee category (e.g. senior management, middle management, etc.).</p> <p>按性別及僱員類別（如高級管理層，中級管理層等）劃分的受訓僱員百分比。</p>	<p>Disclosed in "Caring about Employees' Development"</p> <p>「關注員工發展」中披露</p>
KPI B3.2 關鍵績效指標 B3.2	<p>The average training hours completed per employee by gender and employee category.</p> <p>按性別及僱員類別劃分，每名僱員完成受訓的平均時數。</p>	<p>Disclosed in "Caring about Employees' Development"</p> <p>「關注員工發展」中披露</p>

Aspect B4: Labour Standards

層面 B4: 勞工準則

	Information on the policies and compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child and forced labour. 有關防止童工或強制勞工的：(a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	Disclosed in "Protecting Employees' Rights and Interests" 「保障員工權益」中披露
KPI B4.1 關鍵績效指標 B4.1	Description of measures to review employment practices to avoid child and forced labour. 描述檢討招聘慣例的措施以避免童工及強制勞工。	Disclosed in "Equal Employment Opportunity" 「平等僱傭」中披露
KPI B4.2 關鍵績效指標 B4.2	Description of steps taken to eliminate such practices when discovered. 描述在發現違規情況時消除有關情況所採取的步驟。	Disclosed in "Equal Employment Opportunity" 「平等僱傭」中披露

Aspect B5: Supply Chain Management

層面 B5: 供應鏈管理

	Policies on managing environmental and social risks of the supply chain. 管理供應鏈的環境及社會風險政策。	Disclosed in "Socially Responsible Supply Chain" 「責任供應鏈」中披露
KPI B5.1 關鍵績效指標 B5.1	Number of suppliers by geographical region. 按地區劃分的供應商數目。	Disclosed in "Socially Responsible Supply Chain" 「責任供應鏈」中披露
KPI B5.2 關鍵績效指標 B5.2	Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, how they are implemented and monitored. 描述有關聘用供應商的慣例，向其執行有關慣例的供應商數目、以及有關慣例的執行及監察方法。	Disclosed in "Socially Responsible Supply Chain" 「責任供應鏈」中披露

Aspect B6: Product Responsibility
層面 B6：產品責任

	<p>Information on the policies and compliance with relevant laws and regulations that have a significant impact on the issuer relating to health and safety, advertising, labeling and privacy matters relating to products and services provided and methods of redress.</p> <p>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：(a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。</p>	<p>Disclosed in the opening of "Products" 「產品篇」開篇中披露</p>
<p>KPI B6.1 關鍵績效指標 B6.1</p>	<p>Percentage of total products sold or shipped subject to recalls for safety and health reasons.</p> <p>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。</p>	<p>Disclosed in "High Standards of Service" 「優質服務水平」中披露</p>
<p>KPI B6.2 關鍵績效指標 B6.2</p>	<p>Number of products and service related complaints received and how they are dealt with.</p> <p>接獲關於產品及服務的投訴數目以及應對方法。</p>	<p>Disclosed in "High Standards of Service" 「優質服務水平」中披露</p>
<p>KPI B6.3 關鍵績效指標 B6.3</p>	<p>Description of practices relating to observing and protecting intellectual property rights.</p> <p>描述與維護及保障知識財產權有關的慣例。</p>	<p>Disclosed in the opening of "Products" 「產品篇」開篇中披露</p>
<p>KPI B6.4 關鍵績效指標 B6.4</p>	<p>Description of quality assurance process and recall procedures.</p> <p>描述質量檢定過程及產品回收程序。</p>	<p>Disclosed in "Product Recalling" 「產品召回」中披露</p>
<p>KPI B6.5 關鍵績效指標 B6.5</p>	<p>Description of consumer data protection and privacy policies, how they are implemented and monitored.</p> <p>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。</p>	<p>Disclosed in "Customer Information Security" 「客戶信息安全」中披露</p>

Aspect B7: Anti-corruption 層面 B7: 反貪污		
<p>Information on the policies and compliance with relevant laws and regulations that have a significant impact on the issuer relating to bribery, extortion, fraud and money laundering. 有關防止賄賂、勒索、欺詐及洗黑錢的：(a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。</p>		Disclosed in "Corporate Governance" 「公司治理」中披露
Aspect B8: Community Investment 層面 B8: 社區投資		
<p>Policies on community engagement to understand the needs of the communities where the issuer operates and to ensure its activities take into consideration the communities' interests. 有關以社區參與來了解營運所在社區需要和確保其業務活動會考慮社區利益的政策。</p>		Disclosed in the opening of "Society" 「社會篇」開篇中披露
<p>KPI B8.1 關鍵績效指標 B8.1</p>	<p>Focus areas of contribution (e.g. education, environmental concerns, labour needs, health, culture, sport). 專注貢獻範疇（如教育、環境事宜、勞工需求、健康、文化、體育）。</p>	Disclosed in "Supporting Community Development", "Poverty Alleviation" and "Voluntary Services" 「服務社區發展」、「扶貧濟困」及「志願者活動」中披露
<p>KPI B8.2 關鍵績效指標 B8.2</p>	<p>Resources allocated (e.g. money or time) to the focus areas. 在專注範疇所動用資源（如金錢或時間）。</p>	Disclosed in the opening of "Society" 「社會篇」開篇中披露

HONOURS IN ACHIEVEMENTS

責任榮譽

HONOURS WON FOR ENVIRONMENTAL ENDEAVOURS

環保榮譽

Award Winner 獲獎單位	Honours 榮譽稱號	Presented by 頒發單位
Guangzhou EP Environmental Engineering Ltd. 廣州市環境保護工程設計院有限公司	Certificate of National AAA Credit Level Enterprise 國家企業信用等級證書 (AAA)	China Association of Environmental Protection Industry 中國環境保護產業協會
Guangzhou EP Environmental Engineering Ltd. 廣州市環境保護工程設計院有限公司	Certificate of Backbone Enterprise of Guangdong Environmental Protection Industry in the 12th Five-year Plan Period 「十二五」廣東省環境保護產業骨幹企業榮譽證書	Guangdong Association of Environmental Protection Industry 廣東省環境保護產業協會
China Lesso 中國聯塑	Certificate and Medal (Acrylic Prize) of Honorary President of Foshan Shunde District Association of Environmental Protection 佛山市順德區環境保護協會榮譽會長證書及獎牌	Foshan Shunde District Association of Environmental Protection 佛山市順德區環境保護協會
China Lesso 中國聯塑	Certificate of China Environmental Labeling 中國環境標誌產品認證證書	CEC (Beijing) Certification Center Co., Ltd. 中環聯合 (北京) 認證中心有限公司
China Lesso 中國聯塑	China First-choice Brand of Green Buildings 2016 2016 中國綠色建築首選品牌	Paihang.360.com & Chinabidding.com.cn 中國名企排行網、中國採購與招標網

HONOURS WON FOR WORK SAFETY

安全榮譽

Award Winner 獲獎單位	Honours 榮譽稱號	Presented by 頒發單位
Shenzhen Qianhai Lesso Commercial Factoring Co., Ltd. 深圳前海聯塑商業保理有限公司	Best Risk Control Commercial Factoring Enterprise 2016 2016 年度「最佳風控」商業保理企業	Organizing Committee for the Annual Meeting of China Commercial Factoring Industry 中國商業保理行業年會組委會
Nanjing Lesso Technology Industry Co., Ltd. 南京聯塑科技實業有限公司	Certificate of Level III Standardization of Work Safety 安全生產標準化三級證書	Nanjing Work Safety Administration 南京市安全生產管理局
Lesso Technology Development (Wuhan) Co., Ltd. 聯塑科技發展(武漢)有限公司	Advanced Unit of Work Safety 2015 2015 年度安全生產先進單位	Cihui Sub-district Working Committee of CPC Dongxihu District Committee & Cihui Sub-district Office of Dongxihu District People's Government 中共東西湖區委慈惠街工作委員會、東西湖區人民政府慈惠街道辦事處

HONOURS WON FOR CONTRIBUTION TO SOCIETY 社會榮譽

Award Winner 獲獎單位	Honours 榮譽稱號	Presented by 頒發單位
Yunnan Lesso Technology Development Co., Ltd. 雲南聯塑科技發展有限公司	Yunnan Best Employee 2016 2016 雲南好僱主	Yunnan Enterprise Federation/Yunnan Entrepreneur Association 雲南省企業聯合會 / 雲南省企業家協會
Sichuan Lesso Technology Industrial Co., Ltd. 四川聯塑科技實業有限公司	A Credit Level Enterprise of Labour Protection, Law Compliance and Integrity 勞動保障守法誠信 A 級企業	Deyang Labour Supervision Detachment 德陽市勞動監察支隊
Sichuan Lesso Technology Industrial Co., Ltd. 四川聯塑科技實業有限公司	Advanced Grassroots Party Organization 2015 2015 年度先進基層黨組織	CPC Deyang Economic and Technological Development Zone Committee 中共德陽市經濟技術開發區委員會
China Lesso 中國聯塑	Bronze Medal of Lasting Care 真情關懷，愛心永存銅牌	Foshan Shunde District Longjiang Charity Foundation 佛山市順德區龍江慈善會
China Lesso 中國聯塑	China Most Charitable Enterprise 2016 (Acrylic Prize) 2016 年中國臻善企業水晶座	Shanghai United Media Group 上海報業集團
China Lesso 中國聯塑	Bronze Medal of Excellent Volunteer Service Organization 優秀義工服務組織銅牌	Communist Youth League Shunde District Committee & Shunde District Volunteers (Voluntary Workers) Federation 共青團順德區委員會、順德區志願（義工工作者）聯合會

HONOURS WON FOR PRODUCT QUALITY

產品質量榮譽

Award Winner 獲獎單位	Honours 榮譽稱號	Presented by 頒發單位
China Lesso 中國聯塑	Group Member Unit of China Association of Quality Inspection 中國質量檢驗協會團體會員單位	China Association of Quality Inspection 中國質量檢驗協會
China Lesso 中國聯塑	Adopting International Standard Product Marking Certificate 採用國際標準產品標誌證書	Standardization Administration of China 國家標準化管理委員會
China Lesso 中國聯塑	Certificate for the Assessment of Two Fusion Management Systems 兩化融合管理體系評定證書	The Fifth Institute of Electronics of the Ministry of Industry and Information (CEPREI) & Guangzhou CEPREI Certification Center Service Co., Ltd. 工業和信息化部電子第五研究所、廣州賽實認證中心服務有限公司
China Lesso 中國聯塑	Top Ten China Plastic Enterprises of Light Industry 中國輕工業塑料行業十強企業	China National Light Industry Council & China Plastics Processing Industry Association 中國輕工業聯合會、中國塑料加工工業協會
China Lesso 中國聯塑	Group Member Unit of China Association of Quality Inspection 中國質量檢驗協會團體會員單位證書	China Association of Quality Inspection 中國質量檢驗協會
China Lesso 中國聯塑	Certificate of AAA Credit Level Enterprise 企業信用等級證書 AAA	China Plastics Processing Industry Association 中國塑料加工工業協會
China Lesso 中國聯塑	Certificate of Council Member of Guangdong Association of Quality Inspection 廣東省質量檢驗協會理事單位證書	Guangdong Association of Quality Inspection 廣東省質量檢驗協會
China Lesso 中國聯塑	Certificate of Guangdong Famous Brand Product (Popular Star on the Internet) 2015 2015年廣東省名牌產品（網絡人氣之星）榮譽證書	Guangdong Excellent Quality Brand Research Academy 廣東卓越質量品牌研究院
China Lesso 中國聯塑	Guangdong Adopting International Standard Product Marking PE 廣東省採用國際標準產品認可證書（PE）管材	Administration of Quality and Technology Supervision of Guangdong Province 廣東省質量技術監督局

READER FEEDBACK

讀者反饋

Dear Madam / Sir,
Thanks for taking time out to read this report. We look forward to receiving your opinions and suggestions so as to improve the compilation of the report and to enhance our performance in the fulfilment of corporate social responsibility.

尊敬的讀者：
您好！感謝您於百忙中閱讀我們的報告。期待您分享關於報告的任何意見與想法，幫助我們持續改進報告編制方式及社會責任工作表現。

1. To which type of stakeholders do you belong?
以下哪個利益相關方最切合您的身份？

- Government 政府 Investor 投資者 Employee 員工 Customer 客戶 Supplier 供應商
- Academic/Research Institute 學術 / 科研機構 Peer 同行 Community and the Public 社區與公眾
- Welfare Group/NGO 福利團體 / 非政府組織 Media 媒體 Others (Please specify) 其他（請注明）_____

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

Structure of the Report 報告結構

- Very Good 很好 Good 較好 Acceptable 一般 Bad 較差 Very Bad 很差

Information Disclosure 信息披露

- Very Good 很好 Good 較好 Acceptable 一般 Bad 較差 Very Bad 很差

Layout Design 版式設計

- Very Good 很好 Good 較好 Acceptable 一般 Bad 較差 Very Bad 很差

Readability 可讀性

- Very Good 很好 Good 較好 Acceptable 一般 Bad 較差 Very Bad 很差

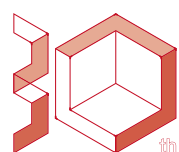
Overall Evaluation 總體評價

- Very Good 很好 Good 較好 Acceptable 一般 Bad 較差 Very Bad 很差


3. Which part(s) of this report that you find most useful to you? (2 Options Most)
哪個篇章最切合您的需要？（可選 2 項）


- Chairman's Message 董事長致辭 Corporate Governance 公司治理
- Highlighted Issues of Responsibility 責任專題 Socially Responsible Management of Business 責任管理
- Products 產品篇 Services 服務篇 Partners 夥伴篇 Environment 環境篇
- Society 社會篇 Employees 員工篇


4. Do you have any other comments or suggestions regarding our Corporate Social Responsibility Report or performance? Please feel free to email your feedback to China Lesso's CSR mailbox: csr@lesso.com.
您對我們的社會責任報告或履責表現，還有哪些意見或建議？您可以通過中國聯塑 CSR 專用郵箱 csr@lesso.com 反饋給我們。




LESSO 联塑

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