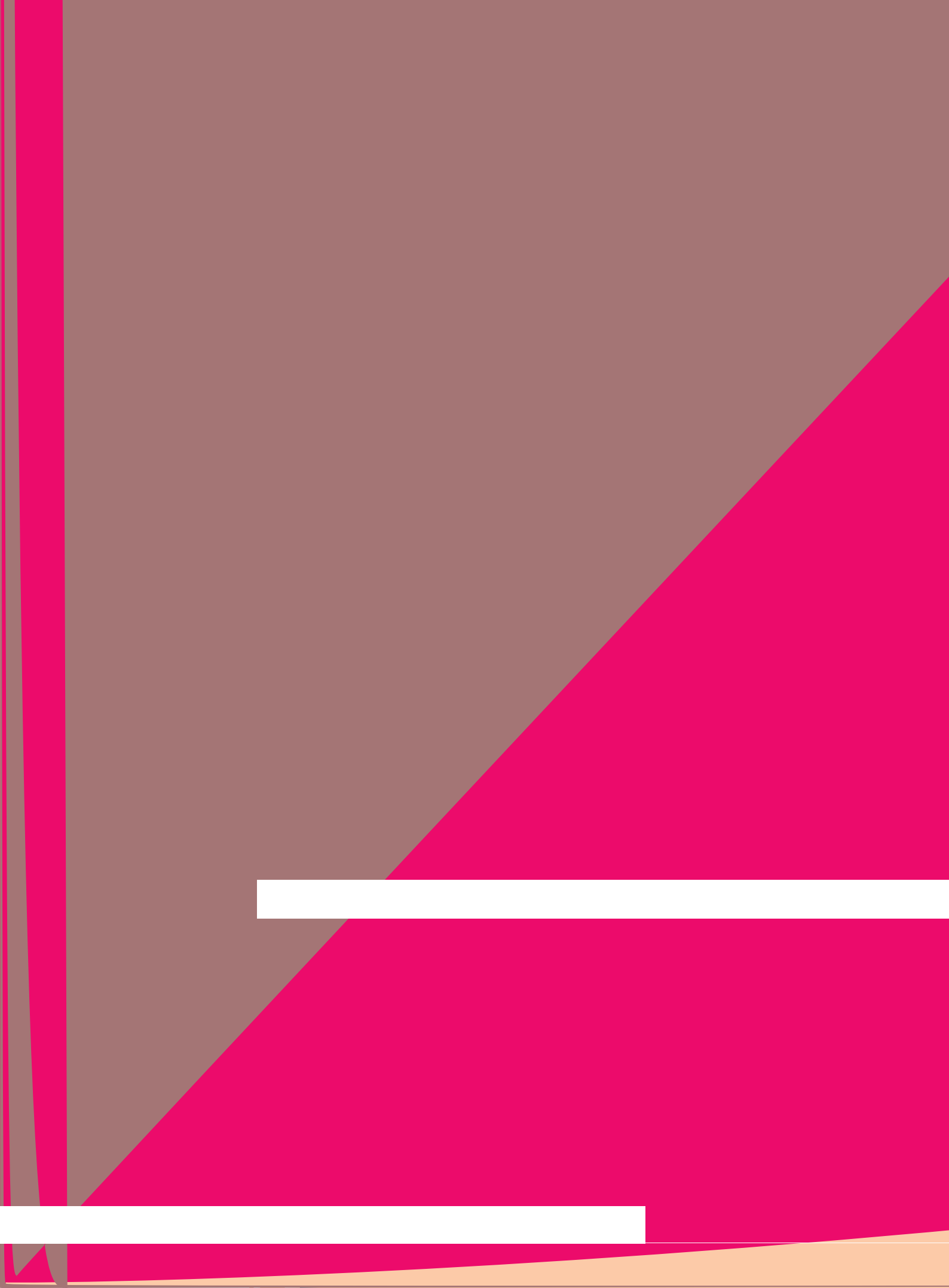


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CHINA RESOURCES GAS GROUP LIMITED • 華潤燃氣控股有限公司
Environmental, Social and Governance Report 2020 • 二零二零年環境社會及管治報告

2020年度，華潤燃氣不負國家、政府、企業、客戶等各利益相關方的信任與托付，實現城市燃氣核心業務持續增長的同時，加大對綜合能源、充電樁等新業務的拓展力度，供應安全清潔燃氣，為客戶提供多元化的能源供應及服務，並致力於改善環境質量，提升生活質量，努力實現股東價值、員工價值和社會價值最大化，攜手共創美好生活。為積極響應中國確定的2030年碳達峰和2060年碳中和的目標，我們出台了《華潤燃氣十四五碳排放控制目標和具體舉措》等內部工作制度，進一步做好自身碳減排工作規劃與落實能源節約等低碳措施；為應對二十一世紀最嚴重挑戰之一——氣候變化，我們注重在日常運營中識別氣候變化帶來的風險與機遇，積極採取適宜的措施進行風險管控；同時，我們訂立了「零污染、低能耗、低排放」的環保目標，以響應國家碳中和的戰略。員工是公司的寶貴財富，截至2020年底，我們共聘用48,205名員工，我們高度重視員工的權益保障，為其提供安全舒適的工作環境，創造溫馨、和諧的工作氛圍。飲水思源，華潤燃氣以「常懷感恩之心，努力回饋社會」為公司責任文化，繼續圍繞「扶貧助困、捐資助學、關愛特殊群體、志願服務」四個方向為社會做出貢獻。面對疫情，我們迅速響應國家疫情防控工作部署，建立了防控工作小組，積極支持抗疫前線，團結一心、眾志成城，與社會各界相互支持、共同抗疫。

In 2020, CR Gas satisfied the trust and expectation from the state, government, enterprises, customers and other stakeholders. While achieving sustainable growth in core business, we also enhanced the expansion of new businesses such as comprehensive energy and charging points for providing safe and clean gas and providing diversified energy products to customers. CR Gas also committed to improving the environmental quality of all aspects of life quality and endeavored to maximize the value for shareholders, employees and society. With the aim of joining the carbon peak and carbon neutrality goals, we issued internal measures, including the Carbon Emission Control Goals and Measures during the 14th Five-Year Period of CR Gas (《華潤燃氣十四五碳排放控制目標和具體舉措》) for the purpose of making plans for reducing carbon emission in place and implementing control and other low-carbon measures. Climate change has been one of the most prominent challenges facing in the 21st century, and to respond to such challenge, we focused on identifying the risks and opportunities alongside the climate change in our daily operation and took initiatives to adopt appropriate measures to control the risks. At the same time, we set the objective for environmental protection of zero pollution, low energy consumption, low emission in line with the national carbon neutrality strategy. Employees are the backbone of the Company. By the end of 2020, we had a total of 48,205 employees. We attached great importance to the protection of rights and interests of the employees, provided a safe and comfortable working environment as well as fostering a warm and harmonious working atmosphere. As the saying goes, One who would not build his bridge carries him over. CR Gas took a warm appreciation and thanksgiving back to the society as its corporate responsibility and continued to make contributions to the society by focusing on the foundations of poverty alleviation, education aid, caring for groups with special needs and volunteering. Facing the epidemic, we promptly responded to national deployment in relation to the epidemic control and prevention. We established a control and prevention working group to actively participate in the online fighting against the epidemic. Striving for one goal and sticking together, we and all other sectors of the society supported each other and contributed joint efforts in fighting against the epidemic.



未來，華潤燃氣將抓住行業發展的好機遇，持續貫徹落實國家能源戰略，與各利益相關方一同，肩負責任，攜手同進。

In the future, CR Gas will seize the excellent opportunities emerged in the development of the industry, continue to implement the national energy strategy, and cooperate with all stakeholders to fulfill their responsibilities and jointly create a better future.

王傳棟
華潤燃氣董事局主席

Wang Chuandong
Chairman of the Board of CR Gas



2 關於本報告 About this Report

2.1 報告目的

本報告為華潤燃氣控股有限公司及其附屬公司(統稱「華潤燃氣」或「本集團」)發佈的第四份獨立《環境、社會及管治報告》。本著公開、透明的原則,華潤燃氣以全面且客觀的方式向社會各界人士匯報本集團過去一年中在環境管理、社會責任及集團管治議題上的策略和承諾,同時通過數據披露詳細展示本集團在相關範圍的表現及績效考核。本報告以中文和英文發佈,如有內容不一致,請以中文版為準。同時,報告已上載至香港聯合交易所(聯交所)及本公司網站 www.crcgas.com。

2.2 報告範圍

本報告涵蓋本集團的核心業務,在二零二零年一月一日至二零二零年十二月三十一日(「本年度」或「年內」)的環境、社會及管治表現,個別部分內容超出上述範圍。目前,本報告覆蓋本集團所有業務(包括城市燃氣業務、綜合服務、綜合能源及交通能源業務)和營運地點。

2.3 報告標準

本報告根據香港聯合交易所有限公司《主板上市規則》附錄二十七《環境、社會及管治報告指引》進行編製,依照「不遵守就解釋」條文規定,並以其載列的四項匯報原則 - 重要性、量化、平衡及一致性,作為披露的基礎。

2.4 報告審批

董事會負責領導、決策及監督在環境、社會及管治方面的措施、政策及程序,並於2021年3月26日審核通過此份ESG報告的發佈。

2.1 REPORTING PURPOSE

This report is the fourth standalone Environmental, Social and Governance Report published by China Resources Gas Group Limited and its subsidiaries (collectively "CR Gas" or "the Group"). CR Gas reports its strategies and commitments on the topic of environmental management, social responsibility and good governance in the past year in a comprehensive and objective manner to all levels of the society in the principles of being open and transparent, while disclosing and displaying in detail the Group's performance and performance appraisal in the relevant areas throughout the year. This report is published in both Chinese and English. In case of any inconsistency, the Chinese version shall prevail. Meanwhile, the report has been uploaded on the website of The Stock Exchange of Hong Kong Limited (the Stock Exchange) and the Company's website www.crcgas.com.

2.2 REPORTING SCOPE

This report covers the environmental, social and governance performance of the core businesses of the Group during the period from 1st January, 2020 to 31st December, 2020 (the Year). With consent of certain sections exceeding the aforementioned timeframe. Overall, this report covers all businesses (including city gas business, integrated services, integrated energy and transportation energy business) and operational locations of the Group.

2.3 REPORTING STANDARDS

In compliance with the compliance provisions as stipulated in the Environmental, Social and Governance Reporting Guide in Appendix 27 of the Main Board Listing Rules of The Stock Exchange of Hong Kong Limited, this report has made disclosure based on four reporting principles, namely materiality, quantifiability, balance and consistency, as set out in the Guide.

2.4 APPROVAL OF THE REPORT

The Board is responsible for leadership, decision-making and supervision of the measures, policies and processes in environmental, social and governance aspects, and has reviewed and approved the issuance of this ESG report on 26th March 2021.

3

關於我們

About Us

3.1 集團介紹

華潤燃氣(HK.1193)成立於2007年1月，並於2008年10月底成功在香港上市。本公司總部設在廣東深圳，是華潤集團燃氣板塊的戰略業務單元之一，現已位列香港恒生綜合指數成份股和香港恒生中資企業指數成份股。

於2020年，本集團憑藉良好的行業基礎及執行能力，繼續快速擴張燃氣業務，先後在全國多座大中城市投資設立城市燃氣項目257個，業務遍及全國22個省、3個直轄市、14個省會城市、75個地級市，服務4,184萬家庭、接駁可覆蓋人口29,400萬人，是國內最大的城市燃氣運營商之一。年內，公司共銷售天然氣290.24億立方米，其中工業銷氣量，商業銷氣量，民用銷氣量，及加氣站銷氣量分別錄得為148.66億立方米，58.00億立方米，69.88億立方米，及13.71億立方米。

憑藉公司不斷提升的業務規模及質量，以及受益於國家鼓勵天然氣等清潔能源，本年，標準普爾、穆迪和惠譽三大國際評級機構分別維持本集團A-、A3和A-評級，反映了本集團的發展戰略及財務表現得到了市場的廣泛認可。

3.1 GROUP PROFILE

Established in January 2007, CR Gas (HK.1193) was successfully listed in Hong Kong at the end of October 2008. Headquartered in Shenzhen, Guangdong, CR Gas is one of the key strategic business units of the gas segment under China Resources Gas Group. It is now one of the constituents of the Hong Kong Hang Seng Composite Index and Hong Kong Hang Seng China-Affiliated Companies Index.

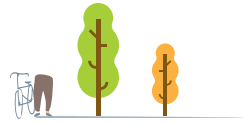
In 2020, the Group has continued to rapidly expand its gas business, accelerating its cellen industrial foundation and economic ability, and has successfully established 257 city gas projects in major and medium cities in China, with its footprint covering 22 provinces, 3 municipalities, 14 provincial capitals and 75 prefectural-level cities across the country. Providing service for 41.84 million families with a total connectable population of 294 million, the Group is one of the largest city gas operators in China. For the Year, the Company's total natural gas sales volume reached 290.24 billion cubic meters, among which, the industrial gas sales volume, commercial gas sales volume, residential gas sales volume and gas sales volume of gas stations reached 148.66 billion cubic meters, 58.00 billion cubic meters, 69.88 billion cubic meters and 13.71 billion cubic meters, respectively.

Given the continuous growing business scale and improving business quality of the Company, as well as the encouragement shown by the government in natural gas and other clean energies, Standard & Poor's, Moody's, and Fitch Ratings, being three major international rating agencies, remained A-, A3 and A- ratings respectively on the Group, which reflected the enhanced recognition of the development strategy and financial performance of the Group from the market.



燃氣分銷

Downstream gas distribution



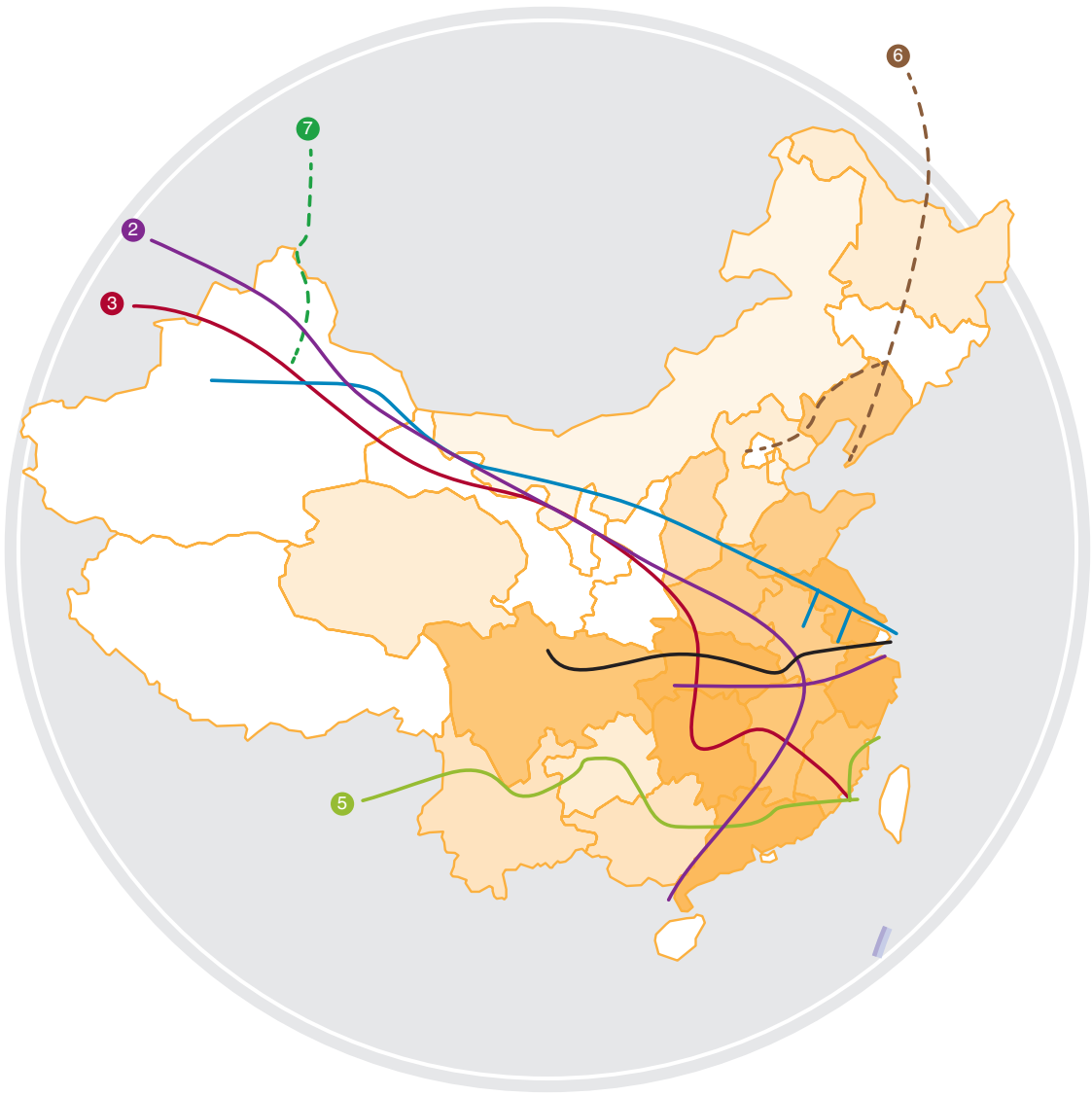
中游管道輸送

Midstream pipeline transmission

上游燃氣開採

Upstream gas extraction





3.2 集團理念

華潤燃氣秉承「提供專業、高效、親切的服務，供應安全清潔的燃氣；致力於改善環境質量，提升生活質量；不斷追求卓越，實現股東價值、員工價值和社會價值最大化」的企業使命，持續優化集團的可持續發展的管治及表現，致力成為中國最受尊敬的燃氣行業領導者，並實現「追求卓越發展，把華潤燃氣建設成為具有國際競爭力的世界一流企業，實現超越利潤之上的追求」的願景。

綠色發展理念

本集團嚴守所有營運地區所在地的環境相關法律法規以及行業慣例。為響應國家於2060年實現碳中和的遠大戰略目標，華潤燃氣堅決貫徹創新、協調、綠色、開放、共享的發展理念，落實生態保護紅線、環境質量底線，並致力將低碳發展理念融入公司的日常營運及工程項目管理中。本集團積極採取節能減排措施，引入新設備及新技術，並大力發展清潔能源以滿足客戶的能源需求，共建美麗家園。集團積極對內部及外部利益相關方倡導綠色文化，鼓勵低碳風氣，從而促進城市低碳經濟發展，保護生態環境，並助力國家實踐低碳戰略。營運過程中，本集團從「排放物」、「資源使用」、「環境和天然資源」以及「應對氣候變化」等四大方面考慮成員公司的營運地區及業務性質，再制定對應的環境管理措施，以妥善管理並減少營運過程中對環境造成的影響。

企業責任理念

華潤燃氣承諾堅守「誠實守信」、「業績導向」、「客戶至上」，及「感恩回報」四大價值觀，致力將本集團打造成為具有極強責任感的企業，以實踐「追求卓越發展，把華潤燃氣建設成為具有國際競爭力的世界一流企業，實現超越利潤之上的追求」的願景，以及「攜手共創美好生活」的企業使命。營運過程中，本集團從「僱傭」、「健康與安全」、「發展及培訓」、「勞工準則」、「供應鏈管理」、「產品責任」、「反貪污」以及「社區投資」等八大方面制定及履行企業責任，為客戶、員工、股東、社會，及政府等利益相關方創造最大價值。

3.2 GROUP IDEOLOGY

Committed to realizing the commitment of providing professional, efficient and imaginative services as well as safe and clean gas; being committed to improving the quality of the environment and enhancing the quality of life; constant pursuit of excellence while achieving maximization of shareholder value, employee value and social value. CR Gas committed to optimize the governance and performance of sustainable development. Adhering to becoming the most respectable leader in China's gas industry, CR Gas aimed to achieve the vision of pursuit of remarkable development, establish CR Gas as a world-class enterprise in the national competition and realize quality above profitability.

Ideology on Green Development

In the course of Group operation, the Group is committed to strictly complying with the environmental laws and regulations and industry practice in each of the regions where it operates. In response to the call of the Chinese government to achieve carbon neutrality in 2060, CR Gas made dedicated efforts to implement the development ideology of innovation, coordination, green, openness and sharing, set down the red line of ecological conservation and the bottom line of environmental quality, and incorporate the principle of low-carbon development into its day-to-day operation and project management. The Group actively adopted energy saving and emission reduction measures, introduced new equipment and new technologies and then actively promoted the use of clean energy to meet the need of the clients and build a beautiful home with concerted efforts. The Group promoted green culture and low-carbon habits among internal and external stakeholders in an effort to drive low-carbon economic development in all regions. With full force, protect the ecological environment and contribute to the practice of national low-carbon strategy. In the course of operation, the Group formulated corresponding environmental management measures after taking into account the operating regions and business nature of different companies from perspective, namely Emission, Use of Resources, the Environment and Natural Resources and the Response to Climate Change, to properly manage and reduce the impact on the environment in the course of its operation.

Ideology on Corporate Responsibility

CR Gas is committed to holding the four core values of to be honest and to show high performance-oriented, to come first and be thankful, making every effort to establish itself as an enterprise with a strong sense of responsibility, the embodiment of realizing the vision of pursuit of remarkable development, setting CR Gas in on a world-class enterprise in the national competition, though providing quality above profitability and the commitment of to create a better life together. In the course of operation, the Group has formulated measures and fulfilled its corporate responsibilities in eight major areas, namely Employment, Health and Safety, Development and Training, Labor Standards and Social Responsibility, Anti-Corruption and Compliance, Innovation, and Environmental Protection. In order to maximize the value for stakeholders including the clients, employees, shareholders, the society and the government.

3.3 獎項與榮譽

獎項 Awards	獲獎單位 Awarded unit
<p>中央企業抗擊新冠肺炎疫情先進個人榮譽稱號 Advanced Individual of Central State-owned Enterprise in Fighting against COVID-19</p> 	<p>武漢公司 Wuhan Company</p>



<p>獎項</p> <p>Awards</p>	<p>獲獎單位</p> <p>Awarded unit</p>
<p>華潤燃氣2019年社會責任報告獲中國企業社會責任報告評級專家委員會「五星級」評價</p> <p>2019 Social Responsibility Report of CR Gas awarded a Five-star Rating from China Corporate Social Responsibility Report Rating Expert Committee</p>  	<p>華潤燃氣控股有限公司</p> <p>China Resources Gas Group Limited</p>
<p>2017-2019年度「全國內部審計先進集體」榮譽稱號</p> <p>National Advanced Group of Internal Audit 2017-2019</p> 	<p>華潤燃氣控股有限公司</p> <p>China Resources Gas Group Limited</p>
<p>2019年度華潤集團先進審計單位</p> <p>Advanced Audit Unit of China Resources Gas Group 2019</p>	<p>華潤燃氣控股有限公司</p> <p>China Resources Gas Group Limited</p>
<p>2019年度華潤集團優秀審計項目、2019年度華潤集團優秀風控項目</p> <p>Outstanding Audit Project of China Resources Gas Group 2019, Outstanding Risk Management Project of China Resources Gas Group 2019</p>	<p>華潤燃氣控股有限公司</p> <p>China Resources Gas Group Limited</p>
<p>2019年度華潤集團優秀審計人員、優秀風險管理人員</p> <p>Outstanding Audit Personnel and Outstanding Risk Management Personnel of China Resources Gas Group 2019</p>	<p>華潤燃氣控股有限公司</p> <p>China Resources Gas Group Limited</p>



獎項 Awards	獲獎單位 Awarded unit
2020年度全國「安康杯」競賽優勝單位榮譽稱號 Winner of 2020 National Safe and Health Competition 	鄭州公司、成都公司、青島公司、淄博公司 Zhengzhou Company, Chengde Company, Qingdao Company, Zibo Company
2020年度全國「安康杯」優勝班組榮譽稱號 Winning Team of 2020 National Safe and Health Competition	南陽公司、英德公司、海東公司 Nanyang Company, Yingde Company, Haidong Company
2020年度全國燃氣行業「安全班組」榮譽稱號 2020 Safe Team of National Gas Industry	鄭州公司 Zhengzhou Company
2020年度全國燃氣行業職工崗位安全「五小」創新優秀成果 2020 Excellent Achievement of Five Small Innovations in Job Safety of National Gas Industry	鄭州公司、廈門公司、大連公司 Zhengzhou Company, Xiamen Company, Dalian Company
中華全國總工會職工書屋 Staff Reading Room of All-China Federation of Trade Unions	楚雄公司 Chuxiong Company
全國燃氣行業企業抗擊新冠疫情突出貢獻獎 Outstanding Contribution Award for National Gas Industry Enterprises in Fighting Against COVID-19	廈門公司 Xiamen Company
2020年度優秀信息單位 Excellent Information Unit 2020	廈門公司 Xiamen Company
全國青年安全生產示範崗 National Youth Safety Production Demonstration Post	南昌公司 Nanchang Company
中央基層企業示範黨支部 Central Grassroots Enterprise Demonstration Party Branch	鄭州公司 Zhengzhou Company



3.4 業務回顧

主要業務

華潤燃氣主要從事下游城市燃氣分銷業務，包括管道天然氣分銷及天然氣加氣站業務及燃氣器具銷售。華潤燃氣的業務策略性地分佈於全國各地，主要位於經濟較發達和人口密集的地區以及天然氣儲量豐富的地區。

為響應國家的低碳發展戰略，華潤燃氣全力發展天然氣供應業務，推動「煤改氣」、「瓶改管」項目，向工業、商業及市民客戶供應天然氣。於2020年，本集團共在全國多座大中城市投資發展燃氣項目257個，業務遍及全國22個省份及3個直轄市，當中包括14個省會城市。年內，公司共銷售天然氣290.24億立方米，燃氣用戶超過4,184萬戶，總接駁可覆蓋人口達29,400萬人。共鋪設管網總長度約20.6萬公里，加氣站共353座，其中CNG加氣站224座，LNG加氣站81座，L-CNG加氣站48座。

低碳業務拓展

近年，國家整體經濟轉型向低碳發展，推動清潔能源的需求增長。有見及此，本集團積極利用客戶資源及技術優勢，穩步發展分佈式能源、充電樁及加氫站等新業務，供應潔淨能源來滿足客戶的用能需求，同時，拓寬集團收入來源。

在分佈式能源領域，本年，本集團新簽約14個分佈式能源項目，預計總投資額約2.95億港元，累計項目數量達到46個。

在充電樁領域，本年，新增投運充電站共38座，累計投運充電站107座，全年售電量1.68億度。

在加氫站領域，本年，新增批准建設加氫站2座，累計批准建設加氫站9座，分佈於濰坊、無錫、襄陽、武漢。

3.4 BUSINESS REVIEW

Primary Business

CR Gas is principally engaged in downstream city gas distribution business, including piped natural gas distribution, natural gas filling stations operation and sales of gas appliances. Its operations are strategically located across China, mainly in areas which are economically more developed and densely populated and those with rich reserves of natural gas.

In response to the country's low-carbon development strategy, CR Gas has made effective efforts to develop the natural gas supply business, promoted the coal-to-gas conversion and jar-to-pipeline conversion projects, and applied natural gas to industrial, commercial and residential uses. In 2020, the Group invested in 257 gas projects in a number of large and medium cities in China, with operations covering 22 provinces and 3 municipalities, including 14 provincial capitals. During the Year, the Company sold a total of 29.024 billion cubic metres of natural gas, which more than 41.84 million gas users and a total connectable population of 294 million. The total length of gas pipelines amounted to a total of 206,000 kilometres. It established a total of 353 gas filling stations, of which 224 were CNG stations, 81 were LNG stations and 48 were L-CNG stations.

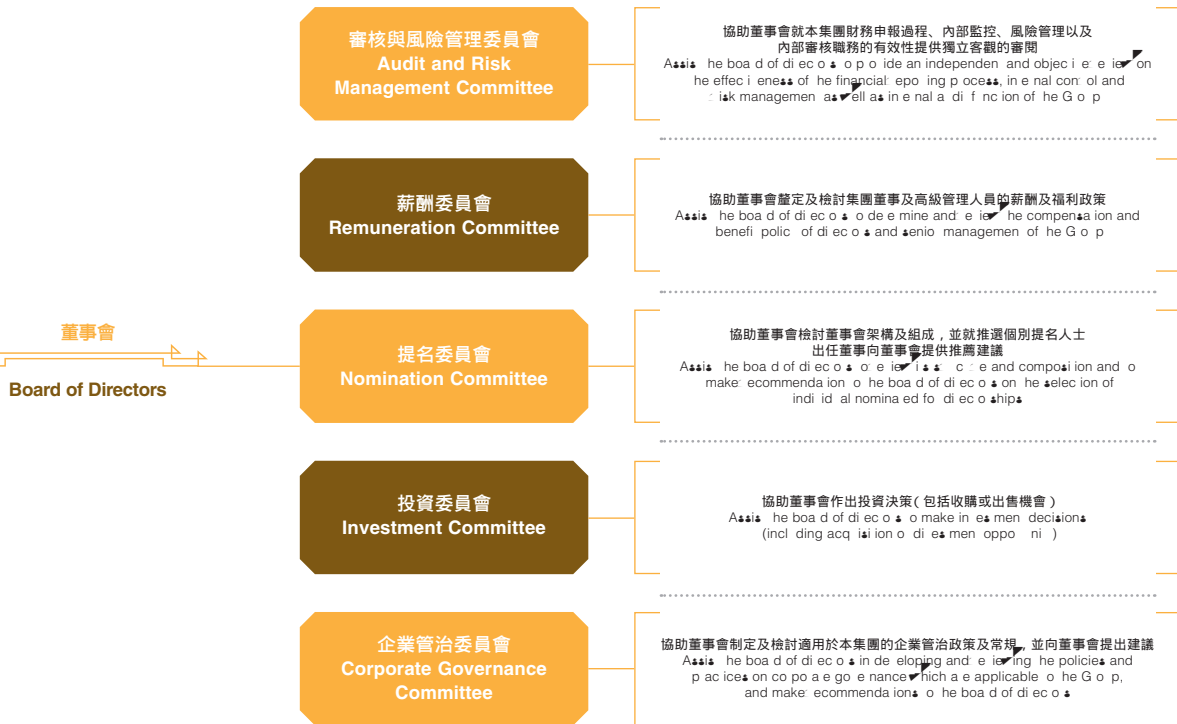
Low-carbon Business Development

In recent years, the country's overall economy has shifted to low-carbon development, driving up the demand for clean energy. In view of this, the Group actively utilizes its customer resources and technical advantages to steadily develop distributed energy, charging posts and hydrogen refuelling stations to meet the energy demand of customers and expand the Group's income stream.

In the field of distributed energy, for the Year, the Group newly signed 14 distributed energy projects with an estimated total investment of approximately HK\$0.295 billion. The cumulative number of projects reached 46.

In the field of charging posts, for the Year, a total of 107 charging stations have been in operation which included 38 newly charging stations, with an annual power sales volume of 168 million kWh.

In the field of hydrogen refuelling stations, for the Year, 2 additional hydrogen refuelling stations were approved for construction, and 9 hydrogen refuelling stations in aggregate were approved for construction in Weifang, Wuxi, Xiangyang and Wuhan.



3.5 企業管治

管治架構

華潤燃氣已構建了一個穩健且責任分明的企業管治架構，致力為其股東提供一個透明、公開和可靠的管治體系。當中，董事局是最高決策層，負責維持優良的管治標準，擬定公司的戰略方針，並為業務營運和公司業績負最終責任。並且，我們致力完善公司管理體系，明確治理主體的決策權限，決策標準以及決策程序，有效提升決策活動的合規性、高效性和科學性。

報告年內，董事局下轄的審核與風險管理委員會、薪酬委員會、提名委員會、投資委員會、企業管治委員會負責協助董事局履行職責，各委員會主席均會定期向董事局匯報，並按需要就討論事宜提出建議。

3.5 CORPORATE GOVERNANCE

Governance Structure

CR Gas has built a robust and responsible corporate governance structure with clear division of responsibilities and is committed to providing an open and credible governance framework. The board of directors is the highest decision-making body responsible for maintaining good governance standards and developing the Company's strategic guidelines, and is ultimately responsible for the Company's business operations and operating performance. Moreover, we have endeavored to optimize the Company's governance framework and clearly defined the authorization standards and procedures of decision-making of the governing entities, which effectively enhanced the compliance level, efficiency, and scientific level when making decisions.

During the reporting year, the committees under the board of directors, namely Audit and Risk Management Committee, Remuneration Committee, Nomination Committee, Investment Committee and Corporate Governance Committee, were collectively responsible for assisting the board of directors in performing its duties. Each of the chairmen of these committees made reports to the board of directors on a regular basis and made recommendations on matters discussed as necessary.

誠信合規 嚴守商業道德標準

華潤燃氣以「誠實守信」為集團核心價值觀，致力不斷提升本集團誠信水平，以做到誠信於股東、客戶、員工、社會，以實踐「做得比說得好」的企業承諾。本集團制定了一系列誠信合規管理制度，包括《華潤燃氣誠信合規管理辦法》《華潤燃氣誠信合規專員工作制度》及《華潤燃氣誠信合規十要十戒》等。同時，本集團要求員工簽署《華潤燃氣員工誠信合規宣言》，及各企業中層以上經理人全員簽署《誠信合規責任書》，以確保本集團員工堅守公司有關誠信合規的職業操守。

華潤燃氣注重內部員工的合規意識，積極開展誠信合規培訓，包括為約300名新入職員工提供合規常識普及培訓、開展《華潤集團商業行為守則》培訓課件的學習，培養全員合規及風險防範意識，並編製了《華潤燃氣經理人普法教育百問百答手冊》，以增強華潤燃氣經理人的合法合規意識。為進一步加強公司法治文化，營造良好普法教育氛圍，集團於2020年為各成員公司管理團隊成員開展了「華潤燃氣成員公司管理人員普法教育考試」，主要考核集團法律風險管理手冊相關內容。

華潤燃氣嚴守營運所在地有關商業道德審計的法律法規，並已制定相應的內部守則及制度，規範相關事宜。集團堅守「逢離必審」原則，根據《黨政主要領導幹部和國有企業事業單位主要領導人員經濟責任審計規定》的指引，重點對各區域公司離任經理人開展經濟責任審計工作，聚焦經理人在經濟活動中落實有關黨風廉政建設責任和遵守廉潔從業規定等情況，促進反腐倡廉，促進權力規範運行。

Integrity and Compliance, Strict Adherence to Business Ethics

Adhering to the core value of being honest and trustworthy, CR Gas is committed to continuously improving the integrity level of the Group, so as to practice integrity among shareholders, customers, employees and the society and demonstrate the corporate commitment of being done better than said. The Group has established a series of integrity and compliance management systems, including Integrity and Compliance Management Method of CR Gas (《華潤燃氣誠信合規管理辦法》), Working System of Integrity and Compliance Office of CR Gas (《華潤燃氣誠信合規專員工作制度》) and 10 Do's and Don'ts for Integrity and Compliance of CR Gas (《華潤燃氣誠信合規十要十戒》). Meanwhile, the Group required employees to sign the Staff Integrity and Compliance Declaration of CR Gas (《華潤燃氣員工誠信合規宣言》) and all management at a mid-level and above of the Company to sign the Integrity and Compliance Responsibility Document (《誠信合規責任書》) so as to ensure that employees of the Group uphold the Company's professional ethics regarding integrity and compliance.

CR Gas paid attention to the compliance awareness of internal employees, and actively carried out integrity and compliance training, including providing compliance knowledge popularization training for about 300 new employees and training courses for China Resources Gas Group's Code of Business Conduct (《華潤集團商業行為守則》). We clarified the awareness of compliance and risk prevention among all employees, and prepared the Q&A Manual for Legal Education of Managers of CR Gas (《華潤燃氣經理人普法教育百問百答手冊》), with a view to increasing the awareness of compliance. Through the regulations of CR Gas's management, in order to further strengthen the legal compliance culture of the Company and create a good atmosphere for legal education, the Group conducted the Legal Education Examination for the Management Personnel of the Member Companies of CR Gas in 2020 for the management teams of the member companies, which mainly assessed their understanding of the content of the Legal Risk Management Manual of the Group.

CR Gas strictly abides by the laws and regulations on business ethics applicable in the place where it operates, and has formulated corresponding internal codes and systems of legal external matters. The Group adheres to the principle of full disclosure and follows the guidelines of the Regulations on the Audit of Economic Responsibility of Leading Cadres of the Party and Government and Major Leaders of State-owned Enterprises and Institutions (《黨政主要領導幹部和國有企業事業單位主要領導人員經濟責任審計規定》) to carry out economic responsibility audit of the management leading office of each regional company, focusing on the performance of their responsibility for combating corruption and upholding integrity and the compliance with the integrity practices led by management when engaging in economic activities, so as to promote an incorrupt and uphold integrity atmosphere and facilitate the normal operation of power.

華潤燃氣嚴守《中華人民共和國刑法》《中華人民共和國反壟斷法》《中華人民共和國反不正當競爭法》及《中華人民共和國招標投標法》等國家法律法規，並積極響應國家工商總局《關於禁止公用企業限制競爭和壟斷行為突出問題的公告》，推進反不正當競爭活動。本集團已編寫《華潤集團法律風險管理手冊系列叢書（燃氣分冊）之「雙反」篇》等反壟斷合規工作指引，分析違反壟斷法的行為及後果以及相應的應對舉措，強化公平競爭及管理。華潤燃氣繼續參與華潤集團反壟斷合規指引項目風險梳理，協助開展項目調研等工作，持續加強風險管理工作。

廉政建設 堅持反貪污原則

華潤燃氣堅持「不敢腐、不能腐、不想腐」的理念，本著「守行規、守信譽、重合同、重公平、不賄賂」的原則依法治企，全力推動廉政建設和反貪污工作，並制定了《廉政談話實施辦法》及《十大紀律》等內部制度，嚴格規範員工不得以任何形式接受或要求客戶、供應商、分包商或其他與本集團業務有往來人士提供利益，以杜絕貪污、勒索、賄賂及洗黑錢等不法行為，以此要求集團全體成員承諾合規守法。為監督集團廉政建設的工作及防範貪污事件，華潤燃氣構建了「131」大監督體系，「131」分別指各業務部門發揮業務專長履行業務監督職能；用好政治巡察、內部審計和考核盤點三個重要監督手段；及做好紀檢監督工作，從而打造事前防範、事中跟蹤、事後問責的「全流程」監督防範體系。

CR Gas strictly adheres to national laws and regulations, including the Criminal Law of the People's Republic of China, the Anti-Monopoly Law of the People's Republic of China, Anti-unfair Competition Law of the People's Republic of China and the Tender and Bidding Law of the People's Republic of China, and actively responds to the Announcement on Prominent Problems about Restrictive Competition Practices and Monopoly Behavior of Public Companies (《關於禁止公用企業限制競爭和壟斷行為突出問題的公告》) promulgated by the State Administration of Industry and Commerce, so as to promote anti-unfair competition activities. The Group has prepared anti-monopoly compliance guidelines, such as the Legal Risk Management Manual Series of China Resources Gas Company, AM & AU (《華潤集團法律風險管理手冊系列叢書（燃氣分冊）之「雙反」篇》), and analyzed the behavior and consequences of violations of the Anti-Monopoly Law and corresponding countermeasures, in order to strengthen fair competition and management. CR Gas continues to participate in the risk management of China Resources Gas project regarding guidelines on anti-monopoly compliance and provide assistance for research, identification and resolution of the project with an aim of effective risk management on an ongoing basis.

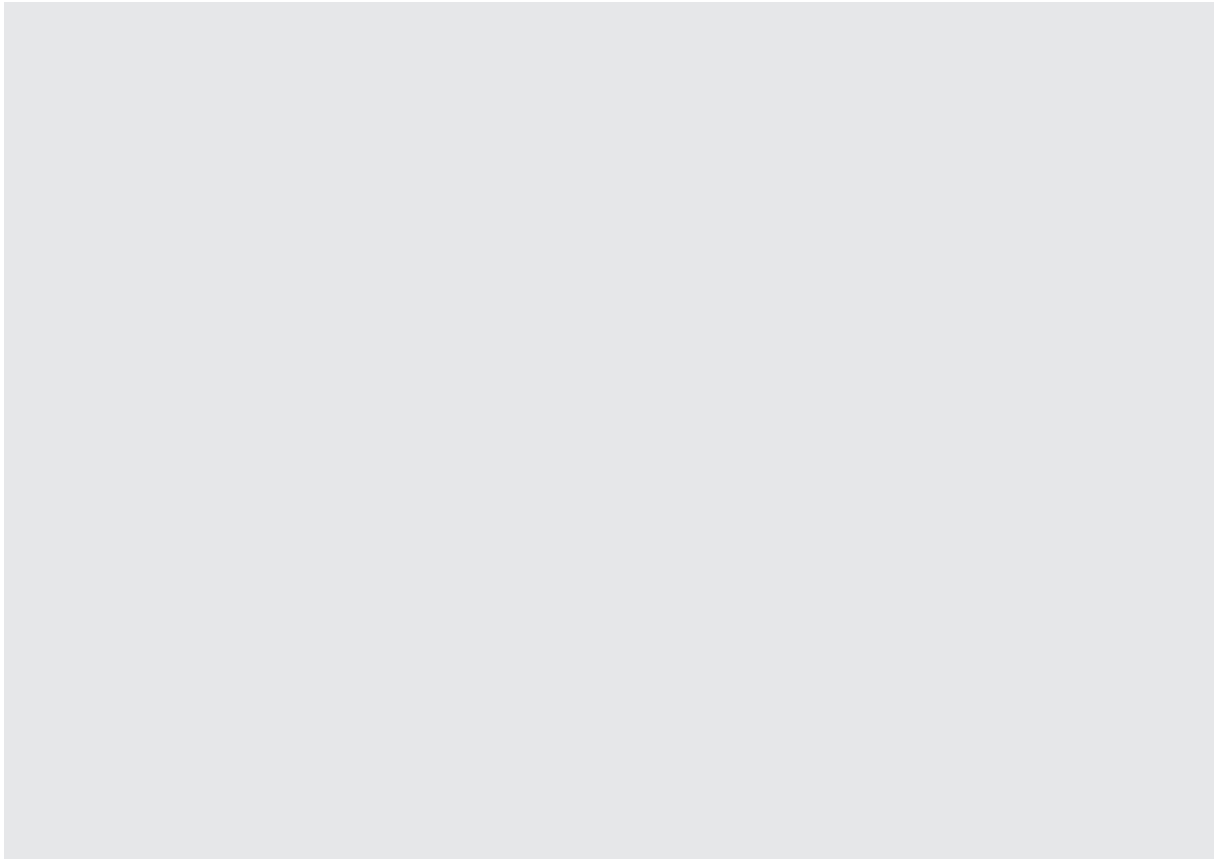
Incorrupt Governance and Adherence to Anti-corruption Principles

CR Gas insists on the belief that no one dares, has access or willing to corruptly manage the companies in accordance with the law complying with the code of practice for the industry and placing due emphasis on credibility, contact, fair competition and anti-bribe. We strive to promote incorrupt governance and anti-corruption work and have established internal systems such as the Incorrupt Governance Discussion Implementation Method (《廉政談話實施辦法》) and Ten Discipline (《十大紀律》), policies which employees shall not accept solicited benefits from customers, suppliers, subcontractors or other persons affiliated with the Group's business in any form or penetrate into conditions including corruption, bribery and money laundering. On this basis, all employees of the Group are required to keep their promises for compliance with laws and regulations. To pursue its work on incorrupt governance and prevent corruption behavior, CR Gas has implemented 131-comprehensive supervision system, with 131-referring especially to different departments performing supervision based on their specialties. We keep supervision measures of political inspection, internal auditing and assessment in an efficient manner to establish a supervision system of disciplinary inspection with a complete process of prevention, placing and accountability on the basis of performing well in discipline inspection.



案例：廉潔教育學習月系列活動 - 「與廉同行、風清氣正」

Case: Serial Activities During the Month of Integrity Education and Learning (廉潔教育學習月): Promotion of Integrity Through Incorruption



年內，華潤燃氣共向董事及員工提供廉政教育培訓累計逾180次，培訓人數共計逾10,600餘人，累計培訓時長達300小時。

同時，華潤燃氣出台《信訪舉報辦理及執紀審查工作辦法》《信訪件和問題線索集中管理辦法》等內部制度，建立完善的舉報管理與處理機制，設立專屬的舉報熱線、舉報郵箱及舉報地址，任何人士可以在保密情況下，透過電話、郵箱、電郵，及親身到訪等渠道舉報懷疑涉及本集團的違規行為。本集團亦制定了《紀律審查保密工作規定》，嚴格規範負責執紀工作的專責人員必須遵守保密規定並簽訂保密協議書，確保舉報內容嚴格保密，以保護舉報人。本集團對一切違規行為保持零容忍態度，堅持「三個一律」原則，即「一律處分、一律通報、一律曝光」，舉報案件一經查實，將根據事件影響及情節輕重程度對涉事員工做出相應處分，對於違反法律的行為，本集團將移交司法機關處理追求其法律責任。報告期內，本集團及其員工均沒有發生與貪污相關的訴訟案件或重大違法違紀違規事項。

風險管控 推進風險管理文化

華潤燃氣總裁史寶峰先生作為風控管理最高級別負責人，負責領導集團「二級管理三級防範」的風險管控體系，以「強內控、防風險、促合規」為目標，明確細分了風險控制管理層級及工作機制，落實主體責任，實現風險管理的縱深落地，全面提升風險管控水平。2020年，公司持續推進風險管控工作，全年未發生重大系統性風險。

During the Year, CR Gas provided more than 180 in-company training for directors and employees, covering over 10,600 trainees and reaching 300 training hours in aggregate.

Meanwhile, CR Gas has introduced internal measures such as the Measures for Handling Petitions and Reports and Implementation of Discipline Review (《信訪舉報辦理及執紀審查工作辦法》) and the Centralized Management Measures for Petitions and Problem Cases (《信訪件和問題線索集中管理辦法》). CR Gas has well-established management mechanisms for reports, with the specific whistleblowing hotline, mailbox and addresses. Anyone can confidentially report a suspected violation concerning the Group through the hotline, mailbox, email and in-person visits. The Group has also formulated the Regulation on Confidentiality of Discipline Review (《紀律審查保密工作規定》), specifying that all personnel in charge of discipline review shall strictly comply with the confidentiality requirements and sign a confidentiality agreement to keep contents of the reports strictly confidential for protection of the whistleblowers. The Group shows no tolerance to any illegal practices, which are subject to punishment, reporting and disclosure with no exception. Once the reported case is verified, employees involved are subject to internal punishment according to the impact and severity of the incident. For instance, the Group will handle the case of the judicial authorities and take legal action against the personnel involved. During this reporting period, the Group and its employees had no been involved in any corruption-related lawsuits or major illegal acts.

Risk Management and Control and Promotion of Risk Management Culture

M. Shi Baofeng, the chief executive officer of CR Gas, is the highest-level person-in-charge of risk management and the leader of anti-risk control system of Two-level Management and Three-level Prevention (二級管理三級防範). Taking on enhance internal control, prevent risk and promote compliance, the system clearly defines the level and working mechanisms of risk control and management and clarifies the responsibilities of the responsible person, the embodiment of realizing an independent implementation of risk management and improving the risk management and control in all aspects. In 2020, the Company pushed forward risk management and control with continuous efforts and no significant risk has occurred throughout the year.



集團亦建立了風險預警機制，實現重大風險的量化管理、動態管理及閉環管理。為有效提升風險防控能力，集團亦開展了專項風險治理。同時，公司繼續推動區域公司以兩年為週期開展內控評價，組織所有成員公司開展內控自查，促進內控體系規範有效運行。

華潤燃氣透過提供風險培訓及建立風險事件問責機制，致力提升集團風險管理文化。

風險管控培訓與宣傳：本集團持續加強風險管控的理論及相關案例的宣傳，向各層級經理人宣貫公司的《風險管理工作介紹》，並總結審計發現的典型案列，於各層級經理人職能會議中進行宣貫，編製及發佈《風險匯編》、《風控簡報》及《風險應對手冊》，全面提升各級經理人風險防控意識。

風險事件問責機制：本集團出台《華潤燃氣違規經營投資責任追究實施辦法》，規範重大風險管控缺失的責任追究程序，將「未按規定履行內控及風險管理制度建設職責，導致內控及風險管理制度缺失，內控流程存在重大缺陷」等重大風險管理事件納入責任追究範圍，並清楚列明責任追究的職責及程序，確保風險管理文化有效落實。

The Group has also established a risk alert mechanism, implemented quantitative management, dynamic management and closed-loop management for major risks and carried out special risk governance with a view to enhancing its risk prevention and control capabilities effectively. Meanwhile, the Company continued to promote regional companies to carry out internal control evaluation for two years, organized self-inspection of internal control among all member companies and facilitated an effective operation of internal control systems and standards.

CR Gas has provided risk management training and established an accountability mechanism for risk incidents to enhance risk management culture in the Group.

Risk Management Training and Publicizing: The Group continues to strengthen the publicizing of theories concerning risk management and related cases, spreads Introduction of Risk Management (《風險管理工作介紹》) to managers at all levels, and summarizes typical cases disclosed in a digest to be cited and highlighted in meetings for managers at all levels. To comprehensively raise the awareness of risk prevention and control among managers at all levels, the Risk Compendium (《風險匯編》), Risk Control Briefing (《風控簡報》) and Risk Response Manual (《風險應對手冊》) have been compiled and released.

Accountability Mechanism for Risk Incidents: The Group has issued Measures of Accountability on the Legislation of Business and Investment of CR Gas (《華潤燃氣違規經營投資責任追究實施辦法》) to standardize the accountability procedures for major risk control deficiencies, include in the scope of accountability major risk management incidents such as failure to perform the required duties of building internal control and risk management systems, handling deficiencies in internal control and risk management systems and major deficiencies in internal control procedures, and clearly define the responsibilities and procedures for accountability to ensure effective implementation of risk management culture.

4

可持續發展管治

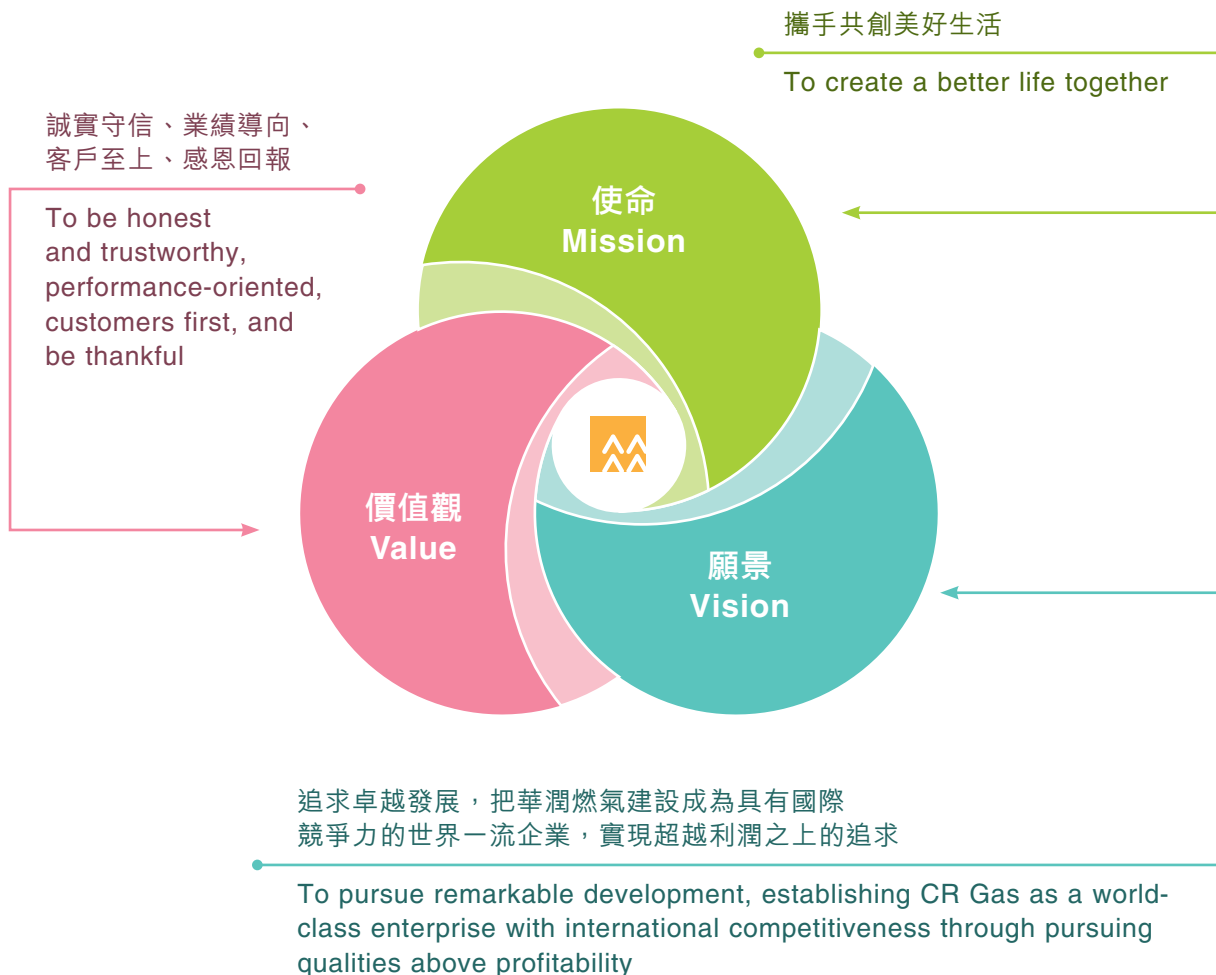
Sustainable Governance

華潤燃氣在穩步發展的同時，形成了富有特色的企業責任文化，在日常經營活動中融入可持續發展理念，並積極與政府、股東、客戶、員工、業務夥伴和社區團體等利益相關方溝通合作，共同履行社會責任。集團堅持提供專業、高效、親切的服務，供應安全清潔燃氣；致力於改善環境質量，提升生活質量；不斷追求卓越，努力實現股東價值、員工價值和社會價值最大化，攜手共創美好生活。

Achieving steady development, CR Gas has also cultivated a unique corporate responsibility culture. The Group integrates the philosophy of sustainable development in daily operations and communications and works with stakeholders such as local governments, shareholders, creditors, employees, partners and local communities, with a view to fulfilling social responsibilities together. The Group endeavours to provide professional, efficient and high-quality services, and to supply safe and clean gas. In order to create a better life together, the Group strives to improve the quality of environment and the standards of living, at the same time constantly pursuing excellence, and maximizing shareholder value, employee value and social value.

華潤燃氣企業文化

Corporate Culture of CR Gas



責任文化

Responsibility culture

正確對待業績、辛苦和價值觀，
業績不向辛苦妥協，
價值觀不向業績妥協。

To deal properly with performance, hard work and value, performance should not compromise hard work and value, and value should not compromise performance.

努力打造「簡單、坦誠、陽光」的
組織文化。

Strive for an organizational culture of simplicity, frankness and transparency.

對經理人要嚴，對員工要善。

To be strict with managers and be kind with employees.

尊重人的價值，開發人的潛能，
升華人的心靈，保護員工權益，
實現企業價值和員工價值最大化。

To respect people's value, explore people's potential and improve people's well-being, protect employees' rights, and realize the maximum value of the company and employees.

誠信是華潤燃氣文化的基石，
是必須堅守的底線。

The ethical foundation of CR Gas lies in integrity, which is the bottom line we must keep.

為客戶提供更為優質、
環保和人性化的產品和服務，
不斷超越用戶的期望。

To provide customers with more quality, environmentally friendly and customized products and services, continuously exceeding user expectations.

攜手合作夥伴互惠互利，
共同發展，合作共贏。

To work together with partners for mutual benefit, common development and win-win cooperation.

不以犧牲環境為代價謀求企業
發展，不以犧牲環境的長遠利益
換取企業的短期效益，不以損害
員工健康為前提美化工作空間。

To avoid seeking enterprise development in jeopardy of environment, avoid obtaining short-term benefits of the enterprise in jeopardy of long-term interests of environment and avoid beautifying the workplace in jeopardy of employees' health.

不以犧牲公民的健康和生命謀取
沒有良心利潤，不以損毀品牌為
代價謀求企業短暫輝煌。

Earning immoral profits at the expense of people's health and life and achieving a brief success through shaming brands are not acceptable.

常懷感恩之心，努力回饋社會。

To always embrace thankfulness and work hard to give back to society.

董事會
Board of Directors

辦公室 Office	社會責任日常管理負責部門；責任管理、股東關係、慈善公益、媒體關係、誠信文化 Da - o - da management depa men fo social e spon sibili ; e spon sibili managemen , sha eholde e la ions, cha i , media e la ions, in egi c l e
人力資源部 黨委組織部 Human Resources Department/ Organization department of the Party Committee	員工活動、員工關係、員工關愛、黨群關係、員工權益、成長與培訓、民主管理 Empl ee ac i i e s, a ff e la ions, empl ee ca ing, e la ion s hip be e en he Pa and he p blic, empl ee igh s, de elopmen and a ining, democ ic managemen
財務部 Finance Department	股東權益、依法納稅 Sha eholde e igh s, a pa men acco ding o la
戰略投資部 Strategic Investment Department	戰略發展、宏觀政策響應 S a egic de elopmen , mac o polic e e spon e
市場客服部 Marketing and Customer Service Department	市場開發、客戶服務 Ma ke de elopmen , c ome e ice
營運部 Operation Department	工程管理、責任採購、供應商管理、技術創新 P ojec managemen , e spon sible p oc e men , a p plie managemen , echnolog inno a ions
安全管理部 Safety Management Department	安全生產、節能減排 Safe p od c ion, ene g a ing and emi sion ed c ion
審計部 Audit Department	效能監察、風險管控 Efficienc moni o ing and i sk managemen
法律合規部 Legal and Compliance Department	守法合規、權益保護 Legal compliance, p o ec ion of e igh s
智能與信息化部 Intelligence and Information Department	信息技術支持 Info ma ion echnolog a ppo
黨群工作部 Department of Party-Mass Relations	員工活動、員工關係、員工關愛、黨群關係 Empl ee ac i i e s, a ff e la ions, empl ee ca ing, e la ion s hip be e en he Pa and he p blic
氣源部 Gas Supply Department	氣源管理、國際LNG採購 Ga a p pl managemen , in e na ion al LNG p oc e men
紀委辦公室 Disciplinary Committee Office	誠信經營、合規管理 In egi o pe a ion, compliance managemen
設計研究中心 Design Research Center	產品設計、產品研究 P od c de aign, p od c e e a ch
工程管理中心 Engineering Management Center	工程管理 Enginee ing managemen
產業發展公司 Industry Development Company	增值業務、「PERCEN百尊」、產品多元 Val e-added b sine s s, PERCEN ga a ppliance, p od c di e a ifica ion
潤智科技公司 Run Zhi Technology Company	數字化平台建設、科技創新孵化、智慧裝備製造 Digi alized pla fo m de elopmen , echnological inno a ion inc ba ion, man fac i ing of a ma eq ipmen

4.1 責任管理

結合新時期的發展要求，華潤燃氣持續完善可持續發展管理架構。董事會作為集團的經營決策機構，對集團可持續發展管理事宜承擔監督責任，負責評估集團環境、社會及管治相關的風險，並構建有效的可持續發展管理體系。此外，在集團CEO、CFO領導下，由安全管理部牽頭，辦公室、人力資源部、戰略投資部等部門及各企業協同的ESG跨部門工作小組，每年定期統籌整理可持續發展管理相關政策與制度更新情況，收集整合環境、社會及管治實踐績效，並對集團本年度表現進行檢討，向董事會提供建議。ESG報告經可持續發展工作小組編製後，提交董事會審批通過。

可持續發展管治架構(圖)



4.1 RESPONSIBILITY MANAGEMENT

In accordance with the development requirements in the new phase, CR Gas continues to improve the sustainable development structure. The board of directors, the Group's decision-making body, bears the responsibility of supervising the Group's management of sustainable development, assessing the Group's ESG risks, and establishing an effective management system. In addition, under the leadership of CEO and CFO, the in-house departmental ESG steering group led by the Safety Management Department in conjunction with the Office, Human Resources Department, Strategic Investment Department as well as other departments and companies' legal plans and organize the implementation of related management policies and measures for sustainable development meanwhile collecting and integrating the ESG performance, reviewing the performance of the Group for the Year, and providing recommendations to the board of directors. The ESG Report shall be submitted to the board of directors for approval. Preparation is completed by the steering group.

Structure of Sustainable Development Governance (Chart)



4.2 責任參與

華潤燃氣高度重視與內外部利益相關方的溝通，針對不同相關方的特點建立了多樣化的溝通渠道，及時向各利益相關方披露政策更新、日常經營、發展變革與特殊變動等相關信息，更新公司可持續發展工作的進展情況。我們積極聽取各相關方的建議與意見，了解各相關方對我們的期望與訴求並及時反饋，在為企業創造價值的同時，促進企業與各利益相關方共同可持續發展。

4.2 RESPONSIBILITY ENGAGEMENT

CR Gas attached great importance on its communication with both the internal and external stakeholders, and provided channels based on their different features, to inform them of information about the operating disclosure policy, day-to-day operation, development and reform and special changes, and updated them on progress of the Company's sustainable development work. We actively listened to suggestions of stakeholders, understood their expectations and needs and offered timely response. While caring about the Company, we have motivated sustainable development of both the Company and stakeholders.

華潤燃氣與利益相關方的溝通方式

Communication Channels between CR Gas and Stakeholders

利益相關方 Stakeholders	溝通方式 Communication Channels	對公司的期望 Expectations for the Company	華潤燃氣的回應 Responses from CR Gas
政府及監管機構 Government and regulatory bodies	訪問 Interview 會議 Meeting	依法合規經營 Compliance management according to law 安全穩定供氣 Safe and stable gas supply 綠色低碳發展 Green and low-carbon development	健全「二級管理三級防範」風 控體系 Improved risk control system with three-level management and hierarchical prevention 開展安全文化建設 Carried out safe culture development 深化安全管理體系建設 Deepened development of safe management system 環保指標滿足國家標準 Me national standard on environmental protection indicators

華潤燃氣與利益相關方的溝通方式

Communication Channels between CR Gas and Stakeholders

利益相關方 Stakeholders	溝通方式 Communication Channels	對公司的期望 Expectations for the Company	華潤燃氣的回應 Responses from CR Gas
股東 投資者 Shareholders/Investors	問卷調查 Questionnaire 面談及電話會議 Interview and conference call 投資者論壇及會議 Investor forum and meeting 分析員簡報會及股東週年大會 Analyst briefings and annual general meeting 年報及中期報告 Annual and interim reports 集團網站的「投資者關係」分頁 Investor Relations webpage on the Group website	保障股東權益 Protection of shareholders' rights 公司持續盈利 Sustainable corporate profitability 資金使用規範 Fund management	召開股東大會 Convened Shareholders' meeting 刊發《中期報告 年度報告》及演示稿 Published Interim Report / Annual Report and presentation documents 開展內部審計 Conducted internal audit 商業風險自評 Self-assessment of business risk
客戶 Customers	問卷調查 Questionnaire 客戶滿意度調查 Satisfaction level of customers 客戶服務熱線 Customer service hotline 網站及社交媒體 Website and social media	保障用戶權益 Protection of users' rights 提供溫馨服務 Providing considerate service 便捷繳費 Convenient payment methods	提供穩定、可靠、環保的清潔能源 Provided stable, reliable, environment-friendly and clean energy 制訂完善的服務目標 Set comprehensive service targets 完善用戶投訴管理 Improved customer complaint management 開通多元化繳費通道 Opened diversified payment channels

華潤燃氣與利益相關方的溝通方式

Communication Channels between CR Gas and Stakeholders

利益相關方 Stakeholders	溝通方式 Communication Channels	對公司的期望 Expectations for the Company	華潤燃氣的回應 Responses from CR Gas
員工 Employees	問卷調查 Questionnaire 訪問 Interview 會議 Meeting 內部網絡 Intranet 培訓會 Training 與員工溝通的活動 Employee engagement activities 持續溝通 Continuous communication	合法權益保護 Protection of legal rights 暢通職業發展通道 Smooth career path 職業健康安全保護 Occupational health and safety protection	依法簽訂勞動合同 Signed labor contracts according to law 開展各類培訓學習 Conducted a wide range of training 開展各類文體活動 Conducted a wide range of cultural and sports activities 全方位保障職業健康 Provided all-round protection for occupational health
業務夥伴 Business partners	問卷調查 Questionnaire 訪問 Interview 審核及評估 Audit and assessment 戰略合作 Strategic cooperation 持續的直接溝通 Continuous direct communication	保障供應商權益 Protection of rights of suppliers 加強供應商管理 Strengthening management	

華潤燃氣與利益相關方的溝通方式

Communication Channels between CR Gas and Stakeholders

利益相關方 Stakeholders	溝通方式 Communication Channels	對公司的期望 Expectations for the Company	華潤燃氣的回應 Responses from CR Gas
社區團體 Communi g o p s	公益活動 Public welfare activities 志願服務 Volunteer services	扶貧助困 Poverty alleviation 捐資助學 Donation to schools 關愛特殊群體 Caring for groups with special needs 志願服務 Volunteer services	響應脫貧攻堅號召 Responded to the call for poverty alleviation 支持教育事業發展 Supported educational development 慰問幫扶弱勢群體 Visited and provided assistance for the underprivileged

4.3 重大性議題判定過程

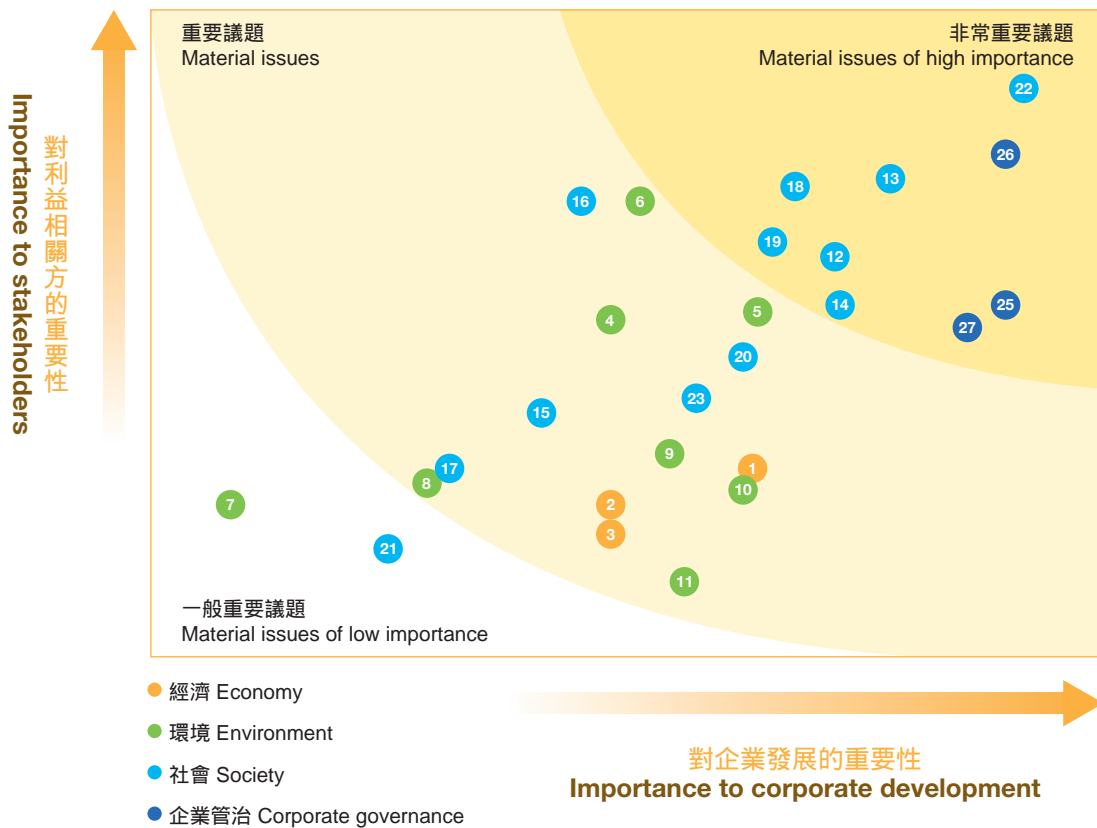
由於華潤燃氣本年度經營業務及可持續發展管理均未發生重大變更，因此，在本年度可持續發展報告的準備過程中，我們邀請了專業顧問對年度可持續發展管理議題進行回顧及評估，確保各項議題與集團所在行業的高度關聯性。我們通過參考國內外優秀同行企業的可持續發展議題，結合資本市場等相關方對於華潤燃氣可持續發展的關注點，在上一年度重大性議題分析的基礎上，最終歸納、更新及總結了2020年度華潤燃氣各項可持續發展議題的重要性，作為本報告的編製基礎。下表中以粗體顯示的項目為與華潤燃氣相關的高度重要性議題，有關議題將會在本報告內重點描述及討論。

4.3 MATERIALITY ANALYSIS PROCESS

As there were no major changes in the business and sustainable development management of CR Gas this Year, professional consultants were engaged to review and evaluate the annual sustainable development management issues during the preparation of this Year's sustainability report, so as to ensure that the issues are highly relevant to the industries in which the Group operates. By referring to the sustainable development issues of outstanding domestic and foreign peer enterprises, combining with the concerns of capital markets and other stakeholders about the sustainable development of CR Gas, and based on the analysis of the material issues of the peer enterprises, the materiality of various sustainable development issues of CR Gas in 2020 was summarized and judged, serving as the basis for the preparation of this report. The items shown in bold in the table below represent issues of high materiality related to CR Gas, which will be highlighted and discussed in this report.

華潤燃氣重要性議題矩陣

Materiality Matrix of CR Gas



華潤燃氣重要性議題列表

Material Issues of CR Gas

<p>經濟 Economy</p>	<ol style="list-style-type: none"> 1. 持續穩定回報 Sustainable and stable return 2. 帶動本地經濟 Contribution to local economy 3. 深化自主創新 Deepening independent innovation
<p>環境 Environment</p>	<ol style="list-style-type: none"> 4. 倡導節能減排 Encouraging energy saving and emission reduction 5. 把握清潔能源機遇 Seizing opportunities regarding clean energy 6. 加強洩漏及廢棄物管理 Strengthening leakage and waste management 7. 促進物料回收及重用 Promoting recycling and reuse of materials 8. 提升資源使用效益 Enhancing efficiency of resource utilization 9. 加強生態保護與恢復 Strengthening ecological conservation and restoration 10. 減少溫室氣體排放 Reducing greenhouse gas emissions 11. 加強氣候風險管理 Strengthening climate risk management



華潤燃氣重要性議題列表

Material Issues of CR Gas

<p>社會 Social</p>	<p>12. 建立良好的勞資關係 Establishing good employer-employee relationship</p> <p>13. 職業安全健康 Occupational safety and health</p> <p>14. 員工培訓與發展 Staff trainings and development</p> <p>15. 僱傭多元及平等機會 Emplo yment di versit y and eq ual oppo rtunit y</p> <p>16. 防止童工或強制勞工 P rohibiting emplo yment of child labo r o r fo ced labo r</p> <p>17. 尊重原住民權利 Respec ting igh ts and int erests of the nativ es</p> <p>18. 信息安全與客戶隱私保護 Information security and client privacy protection</p> <p>19. 質量管理與客戶服務 Quality management and customer services</p> <p>20. 保護知識產權 P rotecting int ellect ual p roperty righ ts</p> <p>21. 社區公益與共建 Comm unit y welfar e and co-b uilding</p> <p>22. 保障安全穩定供氣 Ensuring safe and stable gas supply</p> <p>23. 供應商管理與評估 S upplier managem ent and assessm ent</p>
<p>企業管治 Co rporate go vernance</p>	<p>24. 懲治貪污腐敗 P unishment on co rruption</p> <p>25. 完善公司治理 Improving corporate governance</p> <p>26. 合規守法經營 Compliant and legal operation</p> <p>27. 反對不當競爭行為 Anti-unfair competition</p>

* 以粗體顯示的項目為2020年與華潤燃氣相關的高度重要性議題

* Items shown in bold represents issues of high materiality related to CR Gas in 2020



5

核心議題展示

Illustration of Core Issues

5.1 清潔低碳 積極應對氣候變化

當前，氣候變化為全球可持續發展熱點關注議題之一，為有效應對氣候變化帶來的一系列挑戰，中國政府正式宣佈二氧化碳排放力爭於2030年前達到峰值，努力爭取2060年前實現碳中和的遠大目標。為積極響應國家碳達峰與碳中和戰略目標，結合國家「十四五」規劃要求，華潤燃氣大力推進綠色低碳和可持續發展，從實施產業轉型、調整能源結構、提高能源利用效率、探索碳收集和利用、植樹造林等方面持續降低碳排放，為全球應對氣候變化做出積極貢獻。2020年，本集團根據華潤集團《關於加強碳排放管理組織領導的通知》要求，出台了《華潤燃氣十四五碳排放控制目標和具體舉措》等內部工作制度，進一步做好自身碳減排工作規劃與落實能源節約等低碳措施，包括推動天然氣廣泛應用、發展綜合能源業務、節能減排目標設定、氣候變化風險識別與應對等，全面推進企業綠色低碳發展。

5.1 BEING CLEAN AND LOW-CARBON TO ACTIVELY RESPOND TO CLIMATE CHANGE

Climate change is now one of the hot topics of global sustainable development. In an effort to tackle the challenges posed by climate change, the Chinese government has formally announced that carbon dioxide emissions will peak by 2030 and it will strive for the ambitious goal of achieving carbon neutrality by 2060. In response to these strategic national goals, CR Gas vigorously promotes green, low-carbon and sustainable development according to the requirements of China's 14th Five-Year Plan. By implementing industrial transformation, adjusting energy structure, improving energy efficiency, exploring carbon capture and utilization, and planting trees, CR Gas continues to reduce carbon emissions and make positive contributions to the global effort to tackle climate change. In 2020, according to the requirements of China Resources Group's Notice on Strengthening Organization and Leadership for Carbon Emission Management (《關於加強碳排放管理組織領導的通知》), the Group issued the Carbon Emission Control Goals and Measures during the 14th Five-Year Period of CR Gas (《華潤燃氣十四五碳排放控制目標和具體舉措》) and other internal measures. The Group further made in-depth work planning on carbon emission reduction and energy conservation and other low-carbon actions, including promoting the use of natural gas application, developing comprehensive energy business, setting energy conservation and emission reduction targets, and identifying and responding to climate change risks, so as to comprehensively promote green and low-carbon development.



推動天然氣行業發展

華潤燃氣積極推動作為清潔能源的天然氣在能源市場中的廣泛應用，依託自身燃氣項目龐大的市場和用戶資源優勢，在全國範圍內投資與興建天然氣加氣站，積極擴大清潔能源的供應範圍，並且滿足用戶能源需求。截至2020年底，公司共建設天然氣汽車加氣站353座，銷售車用天然氣13.7億立方米。此外，華潤燃氣積極推動「煤改氣」、「瓶改管」項目，按照國務院印發的《打贏藍天保衛戰三年行動計劃》，堅持「以氣定改」的原則，積極推動農村煤改氣改善工程，確保農村煤改氣地區實現清潔取暖，極大降低溫室氣體排放。

發展綜合能源業務

華潤燃氣亦積極發展天然氣綜合能源業務，利用可獨立與供網運行的能源綜合利用系統，分佈於客戶端並整合及優化用戶的多種能源需求。該系統依據資源分配狀況，採用需求應對式設計和模塊化配置，以相對於集中供能的分佈式供能方式，可將能源綜合利用效率提高70%以上。此外，我們亦積極探索其他種類的清潔能源的應用。年內，本集團大力推進汽車充電業務，於多地投資建設充電樁，並開展多項建設加氫站投資項目，以促進氫能源產業的發展。未來，華潤燃氣將構建「氣 - 電 - 氫」的能源供應體系，提供清潔交通能源。

Promoting the Development of the Natural Gas Industry

CR Gas actively expands the application of natural gas as a clean energy in the market. Taking advantage of the huge market and user base from its own gas projects, CR Gas invested and built gas stations across China, and promoted clean energy supply to a wide range of people meeting their energy demand. As of the end of 2020, the Group has built 353 natural gas stations and sold 1.37 billion cubic meters of vehicle-use natural gas. In addition, CR Gas makes efforts to promote the coal-to-gas conversion and jar-to-pipeline conversion projects. Pursuant to the Three-Year Action Plan for the Blue Sky Protection Campaign (《打贏藍天保衛戰三年行動計劃》) issued by the State Council, CR Gas actively promotes the coal-to-gas conversion projects in accordance with the principle of changing the gas to help the local people get a much cleaner energy and significantly reduce greenhouse gas emissions.

Developing Comprehensive Energy Business

CR Gas also actively expands the natural gas comprehensive energy business. The Group has a comprehensive energy utilization system which can be operated independently or in a grid-connected manner. The system is distributed on the user side to integrate and optimize different energy demands of users. With a demand-responsive design and modular configuration, the system, based on resource allocation, adopts a distributed energy supply method as opposed to centralized energy supply, which is able to improve the comprehensive energy utilization rate by 70%. In addition, we are also actively exploring the application of other types of clean energy. Throughout the Year, the Group actively developed the vehicle charging business by investing in and constructing charging points in many cities and by launching a number of hydrogen refueling stations, in an effort to advance the development of hydrogen energy industry. Looking forward, CR Gas will establish an energy supply system featuring Gas-Electricity-Hydrogen to provide clean energy for transportation.

綜合能源發展項目

Comprehensive Energy Development Project

華潤燃氣於2020年內，共簽約14個相關項目，當中包括台州灣分佈式、襄陽中廣核、金寨現代產業園，及重慶臨空產業園等綜合能源發展項目，累計開發綜合能源發展項目預計能夠帶動逾10億立方米的燃氣消費。並且，11個綜合能源項目已正式投運，持續推動清潔能源廣泛應用。

CR Gas signed 14 related projects in 2020, including the comprehensive energy development projects in Taizhou Bay (a distributed project), Xiangyang (partnering with CGN), Jinzhai Modern Industrial Park and Chongqing Aipok Industrial Park. These comprehensive energy projects are expected to drive more than 1 billion cubic meters of gas consumption. Also, 11 of these comprehensive energy projects have been put into operation, continuing to promote clean energy application.

「氣 - 電 - 氫」清潔交通能源

“Gas-Electricity-Hydrogen” Clean Energy for Transportation

華潤燃氣於2020年新投運38座充電站，包括在江蘇、浙江、湖南等地設置充電站，以推動清潔交通，服務逾3,000輛電動車，錄得銷售電量約1.7億度。另外，華潤燃氣於年內已落實9個加氫站項目試點，並於濰坊、無錫和襄陽構建共三座加氫站，支持當地氫能源產業的發展。

CR Gas put 38 new charging stations into operation in 2020, including setting up charging stations in Jiangsu, Zhejiang and Hunan, so as to promote clean transportation, serving more than 3,000 electric vehicles and eco-driving sales of about 170 million kWh of electricity. Moreover, CR Gas kicked off 9 hydrogen refueling station pilot projects during the Year and built three hydrogen refueling stations in Weifang, Wuxi and Xiangyang, helping the development of local hydrogen energy industry.

開發船用氣業務

Developing Marine Fuel Business

華潤燃氣於2020年與粵能集團攜手合作，共同開發西江船用氣業務。年內，集團成功為4艘LNG船進行加注，為船用氣業務的發展打下一枝強心針。

In 2020, CR Gas joined hands with the Yueneng Group to develop marine fuel business in Xijiang. During the Year, the Group successfully refueled four LNG carriers, which provided a strong boost to the development of its marine fuel business.



設定節能減排目標

為持續保障節能減排工作穩步推進、有效落實，華潤燃氣依據相關國家政策、華潤集團能源節約要求，出具《確定2020和2021年度能源節約與生態環境保護指標目標》等內部通知文件，訂立自身年度節能減排控制目標，並將減排目標層層分解到基層，納入年度考核中。應用先進節能環保技術，持續提升能源資源績效與降低環境影響。我們亦持續做好目標分解與規劃，每季度出台季度節能減排工作總結，對每季度能源消費整體情況、節能減排控制目標進行詳細分析，保障能源節約目標有效落實。

華潤燃氣在2020年及2021年度節能減排目標如下：

Setting Targets for Energy Conservation and Emission Reduction

To secure steady progress and effectiveness of energy conservation and emission reduction work, CR Gas issued a series of internal circulars and other documents according to relevant national policies and the energy conservation requirements of China Resources Gas Group such as the Target of Energy Conservation and Ecological Environment Protection for 2020 and 2021 (《確定2020和2021年度能源節約與生態環境保護指標目標》), set up an annual target for energy conservation and emission reduction, which were broken down to be implemented by front-line staff and incorporated in annual assessments, and employed cutting-edge energy saving and environmental protection technologies to continually improve the performance of energy efficiency and reduce environmental impact. Continuous efforts were also made to break the target down and do good planning. Quarterly summaries on the work of energy conservation and emission reduction were issued to analyze in detail energy consumption in each quarter and the energy conservation and emission reduction target, so as to ensure the effective implementation of the target.

CR Gas's annual energy conservation and emission reduction target in 2020 and 2021 are as follows:

指標 Indicator	單位 Unit	目標(2020年) Target (2020)	目標(2021年) Target (2021)
萬元營業收入可比價綜合能耗 Comparable energy consumption per HK\$'0,000 revenue (comparable price)	噸標煤 萬元 Ton of standard coal/HK\$'0,000	與2019年同比降低1.0% 1.0% lower than in 2019	與2020年同比降低1.0% 1.0% lower than in 2020
萬元增加值可比價綜合能耗 Comparable energy consumption per HK\$'0,000 value added (comparable price)	噸標煤 萬元 Ton of standard coal/HK\$'0,000	與2019年同比降低0.5% 0.5% lower than in 2019	與2020年同比降低0.5% 0.5% lower than in 2020



氣候變化風險識別與應對

華潤燃氣深知因自身業務特質，營運易受到極端天氣等實體風險的影響。為此，我們及時關注全國運營地颱風、暴雨、洪水、極冷極熱等極端天氣的報導及情況以作出相應準備。

在2020年7月份，全國各地普降大到暴雨，沿江河湖庫均有不同程度汛情，整體防汛防洪形勢嚴峻。華潤燃氣依據集團及國家相關指示，下發了《關於做好防汛防洪工作的通知》，要求各成員公司積極做好防汛防洪工作，加強汛情監測與應急值守、開展防汛專項安全檢查、重點保護控制系統、配電設備、場站、高中壓管線等重要部位；對位於邊坡的場站，跨河、沿橋、低窪處、斜坡的管線，加大巡查力度，防止因泥石流、山體滑坡等造成燃氣設施損毀。同時，各公司建立極端天氣專項應急預案，遇有險情及時啟動應急預案，迅速開展應急處置；開展應急培訓與演練及建立防汛防洪應急報告機制，執行日報告、零報告工作機制，執行防汛工作週報告機制及建立防汛工作聯繫群，保障汛期員工與財產安全。

另外，隨著國際社會及國家政府逐步重視氣候變化，有關應對氣候變化的指引及制度陸續出台，包括《國家十四五規劃》、《國家應對氣候變化規劃》及《中國應對氣候變化國家方案》等。華潤燃氣亦了解我們所面臨的轉型風險，包括需要逐漸淘汰高排放的能源供應等。華潤燃氣視相關轉型風險為推動低碳行業的機遇，並致力發展清潔能源，推動天然氣及氫能源等潔淨能源的供應，為全球及國家轉型至低碳經濟作出貢獻。

Climate Change Risk Identification and Response

CR Gas understands and is aware of the natural climate change risks it faces in its operations and is able to physically identify and assess climate change risks. To this end, close attention has been paid to reports and conditions about climate change, such as typhoons, rains, floods and extreme cold weather, to help make preparations accordingly.

In July 2020, heavy rain fell all over China. Rivers, lakes and reservoirs along the Yangtze River were flooded to a significant degree. The overall flood prevention and control situation was grim. CR Gas issued the Notice on Flood Control (《關於做好防汛防洪工作的通知》) according to the relevant instructions of the Group and the state. All member companies were required to take active flood control actions by strengthening flood monitoring and watch-towers of emergency services, conducting special safety inspections, and giving focused protection for the control systems, power distribution equipment, stations, medium and high-pressure pipelines and other important parts. For the stations located on the slope and pipeline access points, along bridges, a lot of places and slopes, inspection efforts were increased to prevent damage to gas facilities caused by mudslides or landslides. At the same time, emergency response plans for climate change were established by each company and would be carried out in time for speed solutions, whenever danger or accidents should take place. Emergency training and drills were carried out, emergency reporting mechanisms for flood control were established, daily reporting and zero reporting systems were implemented, flood control knowledge reported on a weekly basis, and a log kept for the purpose of flood control. All these actions were taken to ensure the safety of employees and property during flood season.

In addition, as the international community and the Chinese government are attaching great importance to climate change, related guidelines and systems have been introduced, including the National 14th Five-Year Plan (《國家十四五規劃》), the National Plan on Climate Change (《國家應對氣候變化規劃》) and China's National Program on Climate Change (《中國應對氣候變化國家方案》). CR Gas is aware of the transition risks facing, including the need to phase out high-emission energy supplies. CR Gas regards the transition risks as opportunities to promote low-carbon industries. We are committed to developing clean energy, and applying natural gas, hydrogen energy and other types of clean energy, which is contributing to the global and national transition to a low-carbon economy.



5.2 和諧共贏 切實保護生態系統

華潤燃氣嚴守《中華人民共和國環境保護法》《中華人民共和國環境影響評價法》《建設項目環境保護管理條例》和《建設項目環境影響評價分類管理名錄》等相關法律法規，並已定立了《華潤燃氣全面做好生態環境保護工作方案》，以建立健全的生態環境保護制度及加強華潤燃氣生態環境保護風險管理。

生態環境評估與監測

工程項目施工前期，我們要求所有新建、改建和擴建項目均需符合國家產業政策和節能環保標準，並規定所有建設項目實施「三同時制度」，即要求環境保護設施必須與主體工程同時設計、同時施工、同時投入使用。同時，本集團亦要求工程項目100%開

亭萊一，竹 敏

青囿同明沽枝光敗睡憚對仆施皮以竿 口S燠卞 蚪議雨 起 剿淬技漆 躡譚嬉 聳



廢棄物管理

工程項目的廢棄物由專責人員負責在施工現場處理。我們會先把可回收利用、不可回收利用，及有害廢棄物分類存放，並附有明顯標識，確保不同種類的廢棄物能得到妥善管理，避免因錯誤的處理程序而造成二次污染。公司會盡量利用無害的可回收利用的廢棄物，以減少資源消耗。我們委託有資質的第三方服務供應商妥善處理有害廢棄物，並保存處理記錄，減低發生污染環境的機率。

粉塵排放物管理

公司亦已制定各項防塵措施，包括於施工現場設立圍擋、在進行拆除或土方作業時開啟霧炮或噴淋降低粉塵，及在大型施工現場建立車輛噴淋系統，噴淋進出施工現場的車輛等，確保做到有效減少粉塵飛揚，避免對環境造成污染。

污水處理

另外，針對施工現場污水問題，公司嚴格按照所在地的有關法律法規要求，由項目相關負責人應制定控制措施，由施工人員組織執行，以監控污水排放，防止污水四處溢流，污染水土環境。另外，我們透過採用分包合同或技術交底等方法，監管分包方對現場污水排放的程序，保證施工用水和生活用水合規排放，避免污水影響周遭環境。

Waste Management

The waste of construction projects is handled by the dedicated personnel at the construction site. Recyclable, non-recyclable and hazardous wastes are stored separately and clearly marked to ensure that different types of waste are properly managed to avoid secondary pollution due to incorrect disposal procedures. The Company will use non-hazardous and recyclable waste as much as possible to reduce resource consumption. We entrust qualified third-party service providers to dispose of hazardous waste properly and keep disposal records to reduce the chance of environmental pollution.

Dust Emission Management

The Company has formulated dust prevention measures, including setting up enclosures at the construction sites, using fog guns or spraying to reduce dust during demolition or earthwork, and setting up vehicle spraying systems at large construction sites to spray vehicles entering and leaving the construction sites, etc., to effectively reduce dust and avoid environmental pollution.

Sewage Treatment

In addition to addressing the sewage problem in the construction site, the Company will follow the requirements under relevant local laws and regulations, and the relevant personnel in charge of the projects will formulate control measures, which shall be organized and implemented by the construction personnel to monitor sewage discharge and prevent sewage from overflowing everywhere and polluting the area and soil environment. In addition, we will cooperate with subcontractors' on-site sewage discharge procedures by contractual provisions or technical disclosure, so as to ensure that construction waste and domestic waste are discharged as required and prevent sewage from affecting the surrounding environment.

噪音治理及光污染防治

針對施工過程產生的噪音污染，集團已編製《施工組織設計》，盡量採用新工藝、新設備，以減少噪音產生。在施工現場，公司則採取嚴格的降噪措施，包括於現場加裝隔音、吸音裝置等措施，確保施工噪音符合國家標準。至於針對錯時及夜間施工的問題，公司會先辦理相關手續及進行公示，並落實遮光處理，減少夜間施工產生的光污染。華潤燃氣致力降低因施工而產生的噪音及光污染對附近居民日常生活，及動物生存環境和珍稀瀕危動物造成影響。

Noise Abatement and Light Pollution Prevention and Control

In order to reduce the noise pollution generated in the construction process, the Group has compiled the Construction Organization Design (《施工組織設計》), and tried to adopt new technology and new equipment to reduce noise. At construction sites, the Company adopts various noise reduction measures, including installing sound insulation and absorption devices at the sites to ensure that the construction noise meets the national standards. As for staggered and night construction, the Company will go through legal procedures and publicize files, and implement shading measures to reduce light pollution caused by night construction. CR Gas is committed to reducing the impact of noise and light pollution caused by construction on the daily life of nearby residents, the living environment of animals and endangered animals.

案例：監管施工現場的污染防治及處理

Case: Supervising Pollution Prevention and Control and Treatment at Construction Sites

為加強對施工現場的管理，公司添設了一批視頻監控設備，實現即時掌握施工現場信息，以及觀察工地人員的工作情況，以遠程監控施工人員在環境保護上是否有達到集團的標準。透過遠程監控，我們可以及時整改有問題的程序，確保我們一系列處理固體廢棄物、污水、噪音及光污染的程序能有效落實。

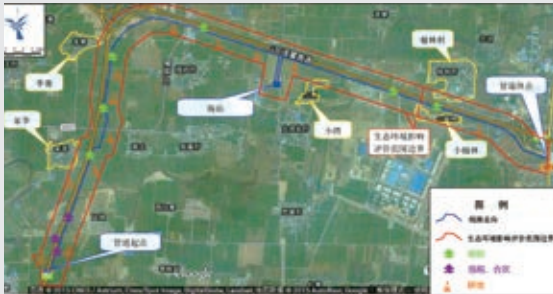
In order to strengthen the management of construction sites, the Company has installed a batch of video surveillance equipment to grasp the information at construction sites, and observe the work of on-site personnel, so as to ensure that the construction personnel meet the Group's standards on environmental protection. Through remote monitoring, we can rectify problematic procedures in a timely manner and ensure that a series of measures of solid waste, sewage, noise and light pollution are implemented effectively.

案例：博鄭線西四環輸氣管道工程 - 生態環境影響評估專項分析

Case: Bozheng Line – West Fourth Ring Gas Transmission Pipeline Project – Special Analysis of Ecological Environmental Impact Assessment

為滿足鄭州市迅速增長的天然氣用量的需求，鄭州華潤燃氣股份有限公司積極參與且推動博鄭線 - 西四環輸氣管道工程。在工程項目管道路線設計規劃期間，我們進行了多次現場踏勘，結合工程涉及地區的地形地貌、現狀建設等因素，對鄰近居民、生態環境(如樹林及耕地)的影響，及投資估算作出分析，最後確定最符合城市規劃，並對自然生態影響較小的路線。

In order to meet the rapidly growing demand for natural gas in Zhengzhou, Zhengzhou China Resources Gas Co., Ltd. actively participated in and promoted the Bozheng Line-West Fourth Ring Gas Transmission Pipeline Project. During the design and planning of the pipeline route of the project, we conducted on-site investigations, combined with the terrain, existing construction and other factors in the area, analyzed the impact on neighboring residents, ecological environment (such as forests and farmland) and estimated investment based on factors such as landform and construction conditions in the project area, and finally determined the route that best meets the urban planning and has less impact on the natural ecology.



▲ 項目生態環境影響評價範圍及植被分佈圖
Scope of ecological environmental impact assessment and vegetation distribution of the project



▲ 項目聲環境質量現狀監測佈點圖
Layout of monitoring points for the status quo of acoustic environmental quality of the project



▲ 場站周圍環境敏感點分佈圖
Distribution of environmentally sensitive points around the site



▲ 項目生態環境影響風險評價範圍示意圖
Scope of ecological environmental impact risk assessment of the project



綠色運營
G een 創造 環保
Ope a ion 價值
To Create
En i onmen al
Val e



6

綠色運營 創造環保價值

Green Operation to Create Environmental Value

6.1 環境管理

華潤燃氣的企業價值觀注重於「不以犧牲環境為代價，謀求企業發展；不以犧牲環境的長遠利益換取企業的短期效益；珍惜資源，節能降耗，杜絕浪費」，並以「致力於改善環境質量，提升生活質量」為企業使命。懷著「推廣清潔能源，持續改善環境，堅持綠色發展，共建美麗家園」的環保願景，訂立了「零污染、低能耗、低排放」的環保目標，以響應國家所定立的2060年達到碳中和的戰略。

華潤燃氣支持國家政府和國際間的環保工作，並恪守國家環保法例及行業標準，包括《中華人民共和國環境保護法》《中華人民共和國水污染防治法》《中華人民共和國大氣污染防治法》《中華人民共和國環境噪聲污染防治法》《中華人民共和國固體廢物污染環境防治法》《中華人民共和國環境影響評價法》《中華人民共和國節約能源法》和《中華人民共和國清潔生產促進法》。2020年，華潤燃氣沒有違反與環境相關的法例法規。

華潤燃氣以國家法律法規及行業標準為依據，制定了內部的《節能減排管理制度》和《用水、用電、用油管理標準》等制度，規範各級單位的節能減排工作，並對耗電量等能源使用情況進行定期監測。同時，集團鼓勵各級單位通過ISO9001、ISO14001等國際管理體系認證，以完善其環境管理體系。

6.1 ENVIRONMENTAL MANAGEMENT

The corporate value of CR Gas focuses on seeking for corporate development benefits at the cost of the environment; Not exchanging the long-term benefits of the environment for short-term profits; Treating resources, saving energy and reducing consumption, avoiding waste. CR Gas takes committing to improve the quality of the environment and people's life quality as its corporate mission. In compliance with its mission for environmental protection of Promoting clean energy, continuing to improve the environment, insisting on green development, working together for a beautiful homeland. CR Gas has set its objective for environmental protection of Zero pollution, low energy consumption, low emission in response to the national strategy of achieving carbon neutrality by 2060.

CR Gas supports the environmental protection work of the state and home countries, and strictly complies with national environmental regulations and industry standards, including the Environmental Protection Law of the People's Republic of China (《中華人民共和國環境保護法》), Law of the People's Republic of China on the Prevention and Control of Water Pollution (《中華人民共和國水污染防治法》), Law of the People's Republic of China on the Prevention and Control of Atmospheric Pollution (《中華人民共和國大氣污染防治法》), Law of the People's Republic of China on Prevention and Control of Pollution from Environmental Noise (《中華人民共和國環境噪聲污染防治法》), Law of the People's Republic of China on the Prevention and Control of Environmental Pollution by Solid Waste (《中華人民共和國固體廢物污染環境防治法》), Law of the People's Republic of China on Environmental Impact Assessment (《中華人民共和國環境影響評價法》), Law of the People's Republic of China on Energy Conservation (《中華人民共和國節約能源法》) and Law of the People's Republic of China on Promoting Clean Production (《中華人民共和國清潔生產促進法》). In 2020, CR Gas did not violate any environmental regulations.

Based on national laws and regulations and industry standards, CR Gas has formulated a series of internal energy saving and emission reduction (《節能減排管理制度》) and Management Standards on the Usage of Water, Electricity and Oil (《用水、用電、用油管理標準》), standardized energy conservation and emission reduction of various facilities, and conducted regular monitoring on power and other energy consumption. Meanwhile, the Group encourages various facilities to obtain the certification of ISO9001, ISO14001 and other international management systems to improve their environmental management systems.

6

綠色運營 創造環保價值

Green Operation to Create Environmental Value

突發環境事件應急預案體系

華潤燃氣積極構建突發環境事件應急預案體系，持續完善突發環境事件的分級標準及應急組織架構。目前，集團按照環境事件的影響程度將事件分為紅色、橙色、黃色和藍色四級預警，並分別對應I級、II級、III級應急響應。當中I級應急響應對應紅色預警，由華潤集團（含專家組）與華潤燃氣共同組織實施；II級應急響應對應橙色預警，由華潤燃氣組織實施；III級應急響應對應黃色和藍色預警，由區域管理中心統籌負責事發單位具體組織實施。另外，集團要求各層級單位根據企業實際和業務特點，建立環境風險監測監控系統，明確負責管理機構和人員，持續減低突發環境事故發生對集團和周邊環境的負面影響。

環境量化目標

公司每年設立節能減排控制目標，對與燃氣行業相關的各類能源的消耗量、二氧化碳排放量、營業額、增加值等數據進行實時跟蹤。集團定期向公司收集排放物、碳排放、用能、用水，以及廢物產生量和回收量，以了解內部使用資源的情況和環境表現，適時檢討措施的成效。

6.2 綠色宣教

華潤燃氣通過制定相關內部制度及舉辦活動，以落實節能低碳的環保理念。在日常營運層面，集團繼續推廣綠色辦公的風氣，以鼓勵員工積極實踐低碳環保的工作模式，包括在辦公區域張貼環保宣傳海報，倡導員工有節制地用水、用電和用紙，降低辦公營運對環境的影響。此外，公司更為員工提供環保意識培訓，以提升員工對環境保護的理解，並營造綠色工作文化的氛圍。

Emergency Response Plan System for Emergency Environment Accidents

CR Gas has established the emergency response plan system for emergency environment accidents, and continues to optimize grading standards and emergency response levels of these accidents. Currently, for the levels of emergency, i.e., red, orange, yellow and blue, are introduced by the Group based on the extent of impact of the accidents, which could trigger Grade I, II and III emergency response. In particular, Grade I emergency response, corresponding to the red emergency, is jointly implemented by China Resources Group (experts team included) and CR Gas; Grade II emergency response, corresponding to the orange emergency, is implemented by CR Gas; and Grade III emergency response, corresponding to the yellow and blue emergencies, is implemented by responsible departments under the arrangement of regional management center. In addition, the Group requires all levels to establish their own environmental risk monitoring and control systems in line with their actual conditions and business characteristics, specifying their responsible institution and personnel to minimize the negative effect of the emergency environment accidents on the Group and the surrounding environment on an ongoing basis.

Environmental Quantitative Objectives

Every year, the Company sets energy saving and emission reduction control targets and carries out real-time tracking on the consumption volume of various energy, the emission volume of carbon dioxide, etc., plus added and other data which are related to the gas sector. The Group collects data on the volume of emission, carbon emission, the consumption volume of energy and water, as well as the amount of waste produced and recycled regularly from the Company, in order to monitor and improve the natural resources usage and environmental performance and evaluate the effectiveness of its measures in due course.

6.2 PROMOTION AND EDUCATION OF GREEN DEVELOPMENT

CR Gas develops internal systems and organizes activities to implement the environmental concept of energy saving and low carbon. In its daily operation, the Group continues to promote green office to encourage its employees to actively practice a low-carbon and environment-friendly mode of work, including putting posters in the office area to encourage employees to save water, electricity and paper consumption in order to minimize the effect of its operation on the environment. In addition, the Company provides environmental awareness training to employees to enhance their understanding of environmental protection and create an atmosphere of green culture in offices.

同時，本集團亦繼續優化內部營運系統及設備，以節省資源消耗。公司一方面逐步淘汰高能耗的燈具及器具，並更換為節能型燈具和節水型器具，節省資源消耗；另一方面深入推動信息化系統，落實數字化辦公，加入在線合同審批等功能，使工作流程更為自動化，有效減少紙張使用量。同時，公司已裝備完善的視頻和電話會議系統，大幅減少公務旅行的需要，降低管理成本之餘大大減少資源消耗和碳排放。

華潤燃氣更於年內強化對成員公司在節能減排方面的考核，將「能源管理」及「生態保護」納入華潤燃氣管理要素之中。於2020年10月份起，集團的安全管理部對所有成員公司進行審核，全面考核節能減排工作的進展，並指導成員公司持續進行改善。

對外，華潤燃氣亦以全國節能宣傳周和全國低碳日為契機，通過製作「節能低碳」宣傳展板、橫幅、手冊等資料，開展了節能宣傳公開活動、社區節能宣傳活動、知識講座以及節能減排知識競賽等活動，鼓勵市民提升氣候變化意識，提倡低碳生活的理念。



▲ 開展綠色節能宣傳活動

Green and Energy Conservation
Promotion Campaign

Meanwhile, the Group also continued to optimize internal operating systems and equipment to save resources consumption. On the one hand, the Company gradually phased out high-energy-consuming lamps and appliances, and replaced them with energy-saving lamps and water-saving appliances to save resources consumption. On the other hand, in-depth promotion of information systems, implementation of digital office, and online contract approval and other functions were introduced to improve the automation level and effectiveness of the use of paper. At the same time, the Company has a well-equipped video conference and teleconference system, which has significantly reduced the number of business trips, which has in turn lowered the administrative costs, resource consumption and carbon emissions.

During the Year, CR Gas strengthened its assessment of member companies in terms of energy conservation and emission reduction, and incorporated energy management and ecological protection into management elements. Since October 2020, the safety management department of the Group would be reviewing all member companies and comprehensively assessing the progress of energy conservation and emission reduction work, guiding member companies to make continuous improvements.

Externally, leveraging the opportunity of the National Energy Efficiency Promotion Week and the National Low-Carbon Day, through preparing a variety of exhibition boards, banners and brochures on Energy Saving and Low-Carbon, CR Gas organized public energy saving promotion campaigns, energy saving promotion campaigns in the community, educational lectures and conferences on knowledge about energy saving and emission reduction. It also encouraged the residents to increase their awareness of climate change and advocate low-carbon lifestyle.



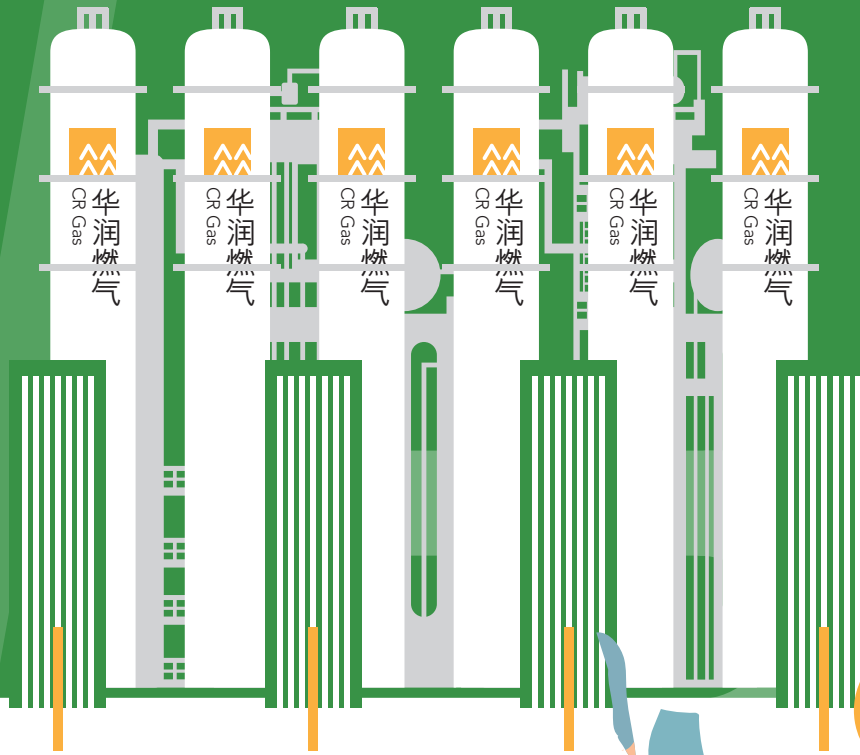
▲ 杭州公司向公交司機宣傳節能週與低碳日活動

Hangzhou Company Promoted the Energy Efficiency Promotion Week and the Low-Carbon Day to Buses Drivers

6.3 環境績效指標表現

6.3 PERFORMANCE OF ENVIRONMENTAL PERFORMANCE INDICATORS

排放物種類	Types of emissions	單位 Unit	2020	2019
硫氧化物排放總量	Total sulphur dioxide emissions	千克 kg	92.43	96.59
溫室氣體排放總量	Total greenhouse gas emissions	噸二氧化碳當量 tons CO ₂ e	202,226.577	243,086.402
溫室氣體排放密度	Greenhouse gas emission density	噸二氧化碳當量 / 萬港元營業額 tons CO ₂ e / revenue of HK\$'0,000	0.0362	0.0435
資源種類	Types of resources	單位 Unit	2020	2019
柴油消耗量	Diesel consumption volume	噸 tons	816.520	987.530
柴油消耗量密度	Diesel consumption density	噸 / 億港元營業額 tons / revenue of HK'00 million	1.462	1.769
汽油消耗量	Gasoline consumption volume	噸 tons	3,892.130	3,910.350
汽油消耗量密度	Gasoline consumption density	噸 / 億港元營業額 tons / revenue of HK'00 million	6.967	7.003
天然氣消耗量	Natural gas consumption volume	萬標準立方米 '0,000 standard m ³	839.670	954.996
天然氣消耗密度	Natural gas consumption density	萬標準立方米 / 億港元營業額 '0,000 standard m ³ / revenue of HK'00 million	1.503	1.710
外購電力消耗量	Externally purchased power consumption volume	萬千瓦時 '0,000 kWh	17,921.937	22,014.732
外購電力消耗密度	Externally purchased power consumption density	萬千瓦時 / 億港元營業額 '0,000 kWh / revenue of HK'00 million	32.081	39.428
綜合能源消耗折標煤總量	Total comprehensive energy consumption (converted to standard coal)	萬噸標煤 '0,000 tons of standard coal	4.0116	4.6947
綜合能耗折標煤密度	Comprehensive energy consumption density (converted to standard coal)	萬噸標煤 / 億港元營業額 '0,000 tons of standard coal / revenue of HK'00 million	0.0072	0.0084
燃氣具包裝材料	Packaging materials of gas appliances	噸 tons	412.52	387.6





7

強化管理 保障運營安全

Reinforced Management To Secure Operational Safety

華潤燃氣堅持「以人為本，生命至上」的安全管理意識，從組織、制度、風險、應急、監督反饋、安全文化等方面構建安全保障，形成全方位、全覆蓋的安全網絡，致力於降低工作場所的潛在安全和健康風險，為員工和相關方創造健康安全的工作環境。

7.1 構建安全管理體系

本集團嚴格遵守《中華人民共和國安全生產法》《中華人民共和國消防法》及《中華人民共和國職業病防治法》等國家法律法規和行業標準。我們依據《關於華潤燃氣2020年度EHS重點工作的通知》，修繕《華潤燃氣EHS管理體系文件》《華潤燃氣崗位EHS責任制度》和《華潤燃氣EHS責任追責制度》《華潤燃氣EHS應急管理指引》《華潤燃氣安全生產事故綜合應急預案》等安全制度，明確EHS責任和指導員工遵守內部規定，積極部署和落實安全管理和安全風險防控工作，與所屬企業簽訂安全生產工作責任書，以零工傷作為目標，分解落實安全生產目標及責任至各級單位，明確安全責任制落實到崗，確保安全責任貫穿於生產經營的所有環節。同時，我們不斷完善職業健康管理制度，設立專項檢查，對有毒有害作業場所進行檢測、分級、建檔，定期進行員工職業健康檢查及健康檔案管理。華潤燃氣制定《相關方安全管理制度》，明確公司的職業健康與安全政策適用於管理外部的供應商和承包商，定期組織檢查考核，並從安全職責、目標管理、監督考核等方面進行全過程安全管理。

CR Gas has adhered to the safe management philosophy of people-oriented, life first and built a safe management system from the aspects of organization, system, risk, emergency response, supervision and feedback, and safe culture, forming a comprehensive safety network. CR Gas has been committed to reducing potential safety and health risks in the workplace and creating a healthy and safe working environment for employees and related parties.

7.1 ESTABLISHMENT OF SAFETY MANAGEMENT SYSTEM

The Group strictly complies with national laws and regulations and industrial standards, such as Work Safety Law of the People's Republic of China (《中華人民共和國安全生產法》), Fire Protection Law of the People's Republic of China (《中華人民共和國消防法》) and Law of the People's Republic of China on the Prevention and Treatment of Occupational Diseases (《中華人民共和國職業病防治法》). In accordance with the Notice on CR Gas EHS Key Tasks in 2020 (《關於華潤燃氣2020年度EHS重點工作的通知》), we have improved the safety systems of CR Gas EHS Management System Documents (《華潤燃氣EHS管理體系文件》), CR Gas Job EHS Accountability System (《華潤燃氣崗位EHS責任制度》), CR Gas EHS Accountability System (《華潤燃氣EHS責任追責制度》), CR Gas EHS Emergency Management Guideline (《華潤燃氣EHS應急管理指引》) and CR Gas Comprehensive Emergency Response Plan for Safety Production Incidents (《華潤燃氣安全生產事故綜合應急預案》), clarified EHS responsibilities and guided employees to comply with internal regulations. We actively deployed and implemented safe management and safe risk prevention and control, signed a safe production work responsibility letter with affiliated companies, took zero injury as the goal, broke down and implemented safe production goals and responsibilities on all levels. We have clarified the implementation of the safe responsibility system on the whole through all links of production and operation. At the same time, we continued to improve occupational health management system, set up special inspections, detect, classify, establish files for toxic and hazardous workplaces, and regular conditional occupational health inspections and health file management for employees. CR Gas formulated the Safety Management System Related Policies, clarified that the Company's occupational health and safety policies are applicable to the management of external suppliers and contractors, regularly organized inspections and assessments, and conducted the whole process safe management from the aspects of safe responsibility, management, supervision and assessment.

此外，本集團積極倡導與鼓勵下屬各區域公司開展職業健康管理體系認證工作。年內，華潤燃氣共有47家區域公司獲得ISO45001或OHSAS18001認證。

報告期內，華潤燃氣沒有違反與職業健康與安全相關的法例法規。2020年全年未發生較大及以上人身傷亡事故、設備事故、火災事故。

In addition, the Group actively advocated and encouraged its regional companies to carry out occupational health management system certification. During the Year, a total of 47 regional companies of CR Gas obtained ISO45001 or OHSAS18001 certification.

During the reporting period, CR Gas did not violate any laws and regulations related to occupational health and safety. No major or more serious casualties, equipment accidents and fire accidents occurred in 2020.

案例：華潤燃氣及下屬成員公司積極開展國際管理體系認證工作

Case: CR Gas and its affiliated member companies have actively carried out international management system certification

華潤燃氣及下屬成員公司積極開展國際管理體系認證工作：

- 西南大區瀘州華潤興瀘燃氣有限公司取得ISO45001認證證書；
- 內江華潤燃氣有限公司已取得OHSAS18001認證，我們鼓勵並支持更多成員企業獲得相關認證。

CR Gas and its affiliated member companies have actively carried out international management system certification:

- Luzhou China Resources Xinglu Gas Co., Ltd. in Southwest Area has obtained ISO45001 certification;
- Neijiang China Resources Gas Co., Ltd. has obtained OHSAS18001 certification. We encourage and support more member companies to obtain relevant certifications.



▲ 職業健康與安全生產相關認證證書
Certificates Related to Occupational Health and Production Safety

7.2 提升安全技能

華潤燃氣廣泛徵求意見，緊貼崗位實際，制定多元化安全培訓計劃，努力提高員工安全技能，全力保障員工職業健康安全。2020年，我們在各區域公司積極開展「班組長培訓」、「專業模塊課件開發」等多項內部培訓活動，助力各級人員提升EHS知識和技能，增強EHS素質和能力。

7.2 IMPROVEMENT OF SAFETY SKILLS

CR Gas has solicited opinions and established a diversified safety training system in line with the actual working conditions to improve employees' safety skills, and protect employees' occupational health and safety. In 2020, we actively carried out a number of internal training activities, such as team leader training and professional module course development, in various regional companies to improve the EHS knowledge and skills as well as the EHS quality and capability of employees at different levels.

案例：開展班組長培訓

Case: Carrying out Team Leader Training

2020年11月，華潤燃氣召開場站班組長培訓。本次培訓採用線上視頻形式進行，總部安全管理部同事、11家授課單位代表、南京區域公司部份同事在主會場參加，1,135名場站班組長和運行相關同事在各區域公司視頻分會場參加。通過此次培訓，進一步加強各公司班組安全管理，提高班組長安全管理能力，加快培養一支高素質的班組長隊伍。

In November 2020, CR Gas held a training for station team leaders. This training was conducted in the form of online video and attended by colleagues from the Safety Management Department of the headquarter, representatives of 11 teaching units, and some colleagues from Nanjing Regional Company at the main venue, and 1,135 station team leaders and operation-related colleagues at the video branches of regional companies. This training has further strengthened the safety management of teams in each company, improved the safety management capabilities of team leaders, and accelerated the training of a high-quality team of team leaders.





此外，集團為員工提供充足的個人安全防護裝備；定期為全體員工和特殊工種安排身體檢查；對任職高危崗位的員工實行輪替和強制休假；委任季度安全標兵和安全人員，鼓勵員工積極參與安全建設工作。

2020年，華潤燃氣組織開展2020年度EHS內審員培訓及認證工作，考試認證通過安審員214名，直接認證通過安審員94名，共計308名，不斷擴大安全內審員隊伍。

公司在安全培訓方面共投入2,194萬港元，開展安全培訓699,939小時，共計273,253人次參與，安全培訓覆蓋率達100%。

In addition, the Group provides employees with sufficient personal protective equipment, arranges regular physical examinations for all employees and personnel engaged in special work, and adopts a rotation and mandatory leave system for employees in high-risk positions. At the same time, appointing quarterly safety标兵 and safety personnel to encourage employees to actively participate in safety construction.

In 2020, CR Gas organized the 2020 EHS internal auditor training and certification work. A total of 308 safety auditors were certified, with 214 safety auditors certified by passing the examination and 94 safety auditors directly certified. The team of safety internal auditors has continued to expand.

The Company invested HK\$21.94 million in organizing safety training of 699,939 hours, with 273,253 attendance in total and coverage of safety training at 100%.

指標	Indicator	單位 Unit	2020	2019
安全培訓投入	Safety training investment	萬港元 HK\$'0,000	2,194	2,246
安全培訓總時數	Total hours of safety training	小時 Hour	699,939	596,897
安全培訓參與人次	Participation of safety training	人次 Attendance	273,253	263,187
安全培訓覆蓋率	Coverage of safety training	百分比 %	100	100

7.3 強化安全監察及應急管理

為管控生產運營過程中的安全風險，華潤燃氣制定了《危險源辨識工作指引》《班組危險源辨識手冊》，積極組織班組安全學習日、班前班後會議等活動，開展專項培訓，宣貫安全管控要點，通過危險源辨識活動，發現職業健康與安全的風險點。

安全審核

2020年，本公司對安全審核進一步優化，建立分級分類審核機制，有效推動制度落實，不斷探索、優化EHS審核模式，以高風險隱患整改與高風險環節治理為重點，將上年度在安全審核過程中表現較差的23家成員公司列為安全管理薄弱單位，實施對口幫扶提升。2020年華潤燃氣抽調276人次，完成69個區域中心公司的審核任務。針對高風險隱患下發糾正預防通知書286份，推動各級單位系統整改。明確要求各公司聚焦重點問題，對症下藥，精準提升安全管理水平，持續優化審核標準與流程。

開展安全生產專項整治三年行動

2020年，我們結合華潤燃氣業務實際情況，制定了《華潤燃氣安全生產專項整治三年行動實施方案》《華潤燃氣落實企業安全生產主體責任三年行動專項實施方案》以及危險化學品、城市建設、交通運輸3個行業領域的專項整治方案，通過落實企業安全生產主體責任，加強安全專業隊伍建設，完善安全風險防控體系，健全完善隱患排查治理體系，全面保障安全生產運營。

7.3 STRENGTHENING SAFETY SUPERVISION AND EMERGENCY RESPONSE MANAGEMENT

In order to control safety risks in the production and operation process, CR Gas has established Guidelines for Hazard Source Identification (《危險源辨識工作指引》) and Team Handbook for Hazard Source Identification (《班組危險源辨識手冊》). Through activities such as team learning days and pre- and post-session meetings, the Group provides special training and propaganda on the key points of safety management and control, thus enabling employees to identify risk factors in relation to occupational health and safety via identification of sources of hazards.

Safety Audits

In 2020, the Company further optimized safety audits, established a hierarchical and classified audit mechanism, effectively promoted the implementation of the system, and continuously explored and optimized the EHS audit model. The Company focused on the rectification of high-risk hidden dangers and the governance of high-risk links, and classified 23 member companies as performance pool in the safety audit process in the period. Through pool safety management, and implemented corresponding assistance and improvement. In 2020, CR Gas performed 276 personnel mobilizations, completed 69 audits on regional center companies, delivered 286 correction and prevention notices against high-risk hidden dangers, and promoted the effectiveness in various levels. We repeatedly required companies to focus on key issues, analyze reasons and find the appropriate solutions in an effort to accelerate the level of safety management and continuously optimize audits and procedures.

Three-year Action of Special Rectification for Production Safety

In 2020, we formulated the Three-year Action Plan of CR Gas Special Rectification for Production Safety (《華潤燃氣安全生產專項整治三年行動實施方案》), the Special Implementation Plan of CR Gas Three-year Action Plan for Implementing Production Safety Responsibilities among Production Entities (《華潤燃氣落實企業安全生產主體責任三年行動專項實施方案》), as well as special rectification plans for the hidden dangers of hazardous chemicals, ban construction and transportation based on the actual situation of CR Gas's business. We have strengthened the construction of safety professional teams, improved the safety prevention and control system, perfected the hidden danger investigation and management system, and fully guaranteed safe production and operation by implementing production safety responsibilities among production entities.

案例：華潤燃氣總裁史寶峰到大同、宜賓公司開展安全大檢查工作；
華潤燃氣高級副總裁程潔到鎮江、中山公司開展突擊飛行檢查

Cases: Shi Baofeng, President of CR Gas, visited companies in Datong and Yibin to carry out a major safety inspection. Cheng Jie, Senior Vice President of CR Gas, visited companies in Zhenjiang and Zhongshan to carry out an unannounced inspection

2020年6月9日和7月28日，華潤燃氣總裁史寶峰分別到宜賓公司和大同公司開展安全生產和疫情防控工作檢查，重點檢查了LNG儲配站現場，對場站運行管理、設備維護保養、企業用氣情況進行了交流，並慰問了一線員工。

2020年6月17日華潤燃氣高級副總裁程潔帶隊至中山公司開展了安全檢查，詳細了解場站的安全運行、氣源保障等情況，現場檢查安全生產控制措施、隱患排查治理等情況。

On 9th June and 28th July, 2020, Shi Baofeng, President of CR Gas, paid a special visit to Yibin Company and Datong Company to conduct a safe production inspection and epidemic prevention and control inspection, with an emphasis on on-site inspection on LNG storage and distribution stations where the site has changed his operation management, equipment maintenance, and company gas use, while ending regular work on line affairs.

On 17th June, 2020, Cheng Jie, Senior Vice President of CR Gas, and his delegation visited a company in Zhongshan to conduct a safe inspection to gain a comprehensive understanding of the station's safe operation, gas source assurance, while performing an on-site inspection on control measures of safe production, and hidden danger investigation and management.



▲ 華潤燃氣總裁史寶峰到大同、宜賓公司開展安全大檢查工作

Shi Baofeng, President of CR Gas, visited companies in Datong and Yibin to carry out a major safety inspection



▲ 華潤燃氣高級副總裁程潔到鎮江、中山公司開展突擊飛行檢查

Cheng Jie, Senior Vice President of CR Gas, visited companies in Zhenjiang and Zhongshan to carry out an unannounced inspection

7.4 創新安全技術

2020年，華潤燃氣加大安全創新力度，結合大數據、物聯網、人工智能等前沿技術，探索燃氣安全檢查和燃氣安全維護技術，積極轉換創新成果，並成功落地運營。

手持甲烷遙感檢測儀：針對長期未檢戶、空置戶等不能成功入戶的情況，為了提升安檢覆蓋率，保障安檢效率與質量，公司研發並使用手持甲烷遙感檢測儀進行燃氣洩漏巡檢，實現安檢覆蓋率提升，保障安全隱患及時發現並有效干預。

「雲搶修」項目：為強化運營過程中自動化安全監察效率，有效控制燃氣安全風險，無錫華潤燃氣藉助雲計算、物聯網和移動互聯網等技術的應用，構建了一套以「雲管理」理念為基礎的「互聯網+燃氣搶修」系統。

- 通過物聯網技術，加強對燃氣管網設施的監測能力，實現對生產運營過程的實時監控和調度；
- 通過雲計算技術，對數據庫進行深度挖掘和大數據分析，提高了業務決策水平；
- 通過智能服務雲平台，對各類搶維修資源進行重新定義和劃分，突出資源的共享性和複用性，大大降低了燃氣搶修派單時間、到達時間，讓燃氣事故的風險得到及時的控制。

我們將通過持續不斷的安全科技創新，結合華潤燃氣日常運營中所碰到的難點、痛點，進行立項攻關，研發並推出更多的智慧安全運營產品，為安全生產保駕護航，保障各利益相關方用氣安全。

7.4 SAFETY TECHNOLOGY INNOVATION

In 2020, CR Gas stepped up its efforts on safe innovation, explored gas safe inspection and maintenance technology in combination with big data, internet of things, artificial intelligence and other cutting-edge technologies, actively transformed innovation achievements and successfully implemented them in operation.

Handheld Methane Remote Sensing Detector: In view of the difficulties faced by the long-term non-inspected households and vacant households, and for the purpose of improving the safe inspection coverage and enhancing the efficiency and quality of safe inspection, the Company developed and used the handheld methane remote sensing detector for gas leakage inspection, thereby improving the coverage and enhancing the timeliness and effectiveness in the elimination of potential safety hazards.

“Cloud-based Repair (雲搶修)” Project: In order to strengthen the efficiency of automated safe monitoring during operation, and effectively control gas safety risks, Wuxi CR Gas has developed an internet + gas repair system based on the concept of cloud management with the application of a series of technologies, such as cloud computing, internet of things (IoT) and mobile internet.

- By adopting the IoT technology, the Company has enhanced its ability of monitoring gas pipeline networks and facilities, realizing a real-time monitoring and dispatching the cost of production and operation.
- The Company has carried out an in-depth exploration of the database and conducted big data analysis through cloud computing technology, which has improved its business decision-making level.
- To redefine and classify the maintenance and repair resources through the smart cloud service platform, which enhanced the commonality and flexibility of resources, greatly shortened the time necessary for dispatching gas repair orders and arrival time, thereby controlling the risk of gas accidents in a timely manner.

Through continuous safe technology innovation for the difficulties and problems encountered in the daily operation of CR Gas, we will actively explore and launch more intelligent safe operation products, safeguard safe production and ensure the gas safety of all stakeholders.

7.5 宣傳安全知識

華潤燃氣積極開展多種形式的安全宣傳與教育，鼓勵各區域公司組織開展「安全生產月」、「安全教育片觀看」、「安全知識學習」、「安全知識競賽」、「職業病防治宣傳周」和「安全反思日」等活動，用濃厚的安全文化氛圍，夯實安全文化建設的基礎，致力提升員工健康質素。

7.5 DISSEMINATION OF SAFETY KNOWLEDGE

CR Gas proactively conducted a variety of forms of safe publicity and education, encouraging all regional companies to organize activities such as safe production month, safe educational film viewing sessions, safe knowledge learning, safe knowledge competition, occupational disease prevention publicity week and safe reflection day, so as to consolidate the foundation of safe culture construction, through safe culture atmosphere and improve the health quality of employees.

案例：開展安全生產月活動

Case: Safety Production Month

華潤燃氣2020年5月25日發佈《關於開展2020年度全國安全生產月活動暨安全大檢查的通知》，要求各區域公司和成員企業圍繞「消除事故隱患，築牢安全防線」主題，結合華潤燃氣年度EHS工作安排和常態化疫情防控要求，制定了加強安全警示教育、消除事故隱患、築牢安全防線和其他個性化活動等4大系列活動內容，為員工營造濃厚的安全生產文化氛圍。

CR Gas announced the Notice on 2020 National Safe Production Month and Major Inspection on 25th May, 2020. Regional companies and member companies were required to develop major themes of education focusing on the theme of 'Eliminate Hidden Dangers of Accidents and Consolidate Safe Lines of Defense', which pertained to strengthening of safe training education, education of hidden dangers of accidental events, reinforcement of safe lines of defense and other personalized activities by combining annual EHS work arrangements and regular epidemic prevention and control requirements of CR Gas, so as to create a strong safe production culture atmosphere for employees.



案例：開展安全生產體驗日活動

Case: Safety Production Experience Day

2020年，華潤燃氣各區域公司和成員企業積極組織開展安全生產體驗活動，要求經理人深入一線、熟悉業務、支持安全管理工作，並通專業視角發現與解決安全管理中存在的問題，改進與優化工作方法，提高安全管理效率與管理水平。截至2020年6月30日，華潤燃氣各區域公司和成員企業開展安全生產體驗日活動參加人數約2,194人。

In 2020, regional companies and member companies of CR Gas actively organized and carried out safe production experience activities, requiring managers to go to the front line, familiarize with business, support safety management work, and discover and solve safety management problems from a professional perspective, improve and optimize work methods, and enhance safety management efficiency and management level. As of 30th June, 2020, the event was held by all regional companies and member companies of CR Gas, with a total of 2,194 participants.



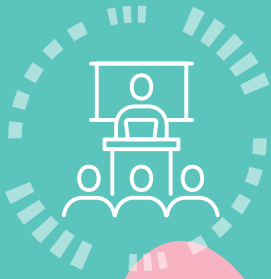


7.6 安全績效指標表現

7.6 PERFORMANCE OF SAFETY PERFORMANCE INDICATORS







8

以人為本 關注員工成長

Being People-Oriented and Concerned for the Growth of Employees

華潤燃氣業務的成功是基於我們對員工權益的全力支持。我們始終堅持「以人為本」，善待員工的責任理念，秉承「尊重人的價值、開發人的潛能、升華人的心靈」的宗旨，充分考慮人才的多元化和機會平等，堅持構建多元化企業文化，為員工打造包容、開放和多元的工作環境，提供科學完善的培訓及多元發展平台；打造貼心暖文的人文關懷環境，營造幸福和諧的工作氛圍，攜手員工共同成長。

8.1 保障員工權益

合法僱傭

華潤燃氣嚴格遵守《中華人民共和國勞動法》《中華人民共和國勞動合同法》《中華人民共和國未成年保護法》《中華人民共和國婦女權益保障法》《性別歧視條例》(中國香港)《種族歧視條例》(中國香港)《殘疾歧視條例》(中國香港)《家庭崗位歧視條例》(中國香港)等法律法規，明確實行平等僱傭政策，杜絕一切形式的用工歧視，反對強迫勞工，禁止僱傭童工，並建立性別、民族、信仰、年齡無差別的招聘、發展及晉升體系。我們倡導並依循《世界人權宣言》《國際人權公約》等國際人權組織倡議，保障女性員工平等的勞動權利，為殘疾人士提供無障礙工作環境，全力確保所有員工的人權得到保障。集團於本報告期內沒有發現任何歧視、僱傭童工或強制勞工的違法違規事件。

人才招募

華潤燃氣積極帶動區域及場站所在地的就業，校園招聘以「三本」為原則，即本地生源、本地院校、本地就業者優先考慮，致力在當地擴大各類人才資源供給。同時，本集團緊貼國家能源發展規劃，結合業務發展戰略及行業市場前景，分析各大區關鍵崗位的人才資源需求，進行高潛質人才識別，積極吸納優秀人才，擴展專業團隊，以維繫集團的可持續發展，保持市場高競爭力。

The success of CR Gas business lies in our full support for employees' rights and interests. We always adhere to the responsible concept of people-oriented and caring employees, and the purpose of respecting people's value, developing people's potential and promoting people's well-being. We will fully consider the diversity of talents and equal opportunities, and adhere to the construction of a diversified corporate culture. We create an inclusive, open and diversified working environment for employees, provide scientific and perfect training and diversified development platform, create a caring and warm humanistic care environment, as well as a happy and harmonious working atmosphere, and go together with employees.

8.1 PROTECTION OF EMPLOYEES' RIGHTS AND INTERESTS

Legal Employment

CR Gas has strictly abided by laws and regulations such as the Labor Law of the People's Republic of China, the Labor Contract Law of the People's Republic of China, the Law of the People's Republic of China on the Protection of Minors, the Law of the People's Republic of China on the Protection of Rights and Interests of Women, Sex Discrimination Ordinance (Hong Kong, PRC), Race Discrimination Ordinance (Hong Kong, PRC), Disability Discrimination Ordinance (Hong Kong, PRC) and Family Status Discrimination Ordinance (Hong Kong, PRC), clearly implemented equal employment policy, eliminated all forms of employment discrimination, opposed forced labor, and prohibited child labor. We have also established arrangements, development and promotion to prevent discrimination against gender, race, religion and age. We have advocated and followed the initiatives of international human rights organizations such as the Universal Declaration of Human Rights and the International Convention on Human Rights. We have guaranteed the equal labor rights of female employees, provided barrier-free working environment for the disabled, and made every effort to ensure the human rights of all employees are protected. During the reporting period, there were no cases of discrimination, child labor or forced labor violations in the Group.

Talent Recruitment

CR Gas has actively promoted the employment of regions and talents. Campus recruitment has been conducted based on the principle of local recruitment, i.e. local talents, local colleges and local employment opportunities, and efforts have been made to expand the pool of all kinds of talents and resources in the local area. At the same time, the Group has adhered to the national energy development plan, analyzed the talent resource demand of key positions in a region in line with business development strategy and industry market, to make prospect, identified high potential talents, brought in excellent talents, and expanded professional teams, so as to mainly ensure the sustainable development of the Group and remain highly competitive in the market.

我們對本科及以上學歷均開放編製，遵照歷年管培生及普通校招生薪酬標準，結合燃氣業態實際及社平工資，對標行業內薪酬水平，總部開放薪酬政策，鼓勵各企業結合實際招聘更多符合「GAS DREAM」新人素質模型的優質應屆畢業生。

We have offered a transparent and fair compensation policy for graduate and above. We have benchmarked their remuneration level in the industry in accordance with their remuneration standards for management trainees and ordinary employees in the industry, and in line with the actual situation of gas industry and social average remuneration. The headquarters has made its remuneration policy available to encourage the companies to recruit more high-quality graduates aligning to the GAS DREAM talent quality model.

		2020年		2019年	
		僱員人數(人)	流失率(%)	僱員人數(人)	流失率(%)
		Number of Employees (person)	Turnover Rate (%)	Number of Employees (person)	Turnover Rate (%)
總數	Total	48,205	5%	48,570	5%
男	Male	31,236	4%	33,028	4%
女	Female	16,969	6%	15,542	6%
20-30歲	20-30	8,689	6%	10,703	7%
31-40歲	31-40	19,410	3%	17,452	3%
41-50歲	41-50	13,670	2%	14,478	2%
50歲以上	Above 50	6,436	17%	5,937	15%
高層員工	Senior staff	1,097	4%	1,111	4%
中層員工	Middle-level staff	2,969	2%	3,137	3%
基層員工	Elementary staff	44,139	5%	44,322	5%
北方大區	North China	3,573	7%	3,920	8%
中西大區	Midwest China	7,688	4%	8,565	4%
華北大區	North China	8,767	3%	8,739	2%
華中大區	Central China	3,304	4%	3,638	8%
華東大區	East China	4,914	5%	5,534	5%
東南大區	Southeast China	4,507	5%	4,993	5%
西南大區	Southwest China	6,285	4%	6,874	5%
華南大區	South China	3,874	6%	4,400	8%
其他地區	Other areas	5,293	9%	1,907	6%

完善薪酬福利

華潤燃氣秉承「內部公平性、外部競爭性、為崗位付薪、為績效付薪、為能力付薪」的薪酬理念與原則，致力於打造基於價值貢獻、高效專業的薪酬績效管理機制，從而保障公司戰略目標的實現。2020年我們繼續完善薪酬激勵機制，保障員工的價值貢獻被給予公正的評價和公平的回報，並通過績效反饋更好地促進員工發揮優勢和改進不足。

完善經理人激勵機制：根據國資委、華潤集團等關於經理人激勵機制的相關要求，華潤燃氣2020年全面優化現有的高管薪酬核定方案，直管經理人收入與企業分級分等結果、目標責任書考核結果及個人考核評價結果掛鉤，體現「業績升、薪酬升、業績降、薪酬降」的分配原則，科學核定高管年度獎金；

開展薪酬套改工作：公司2020年推動19家區域公司開展薪改，這些公司絕大部分為規模大、內部複雜的公司，存在針對崗位體系混亂、人員冗餘、按管理級別和職稱付薪、業績導向不明顯等問題，通過大力宣貫華潤文化，科學設計薪改流程，推動員工廣泛參與，協助指導其構建科學的薪酬體系。

豐富員工福利

華潤燃氣秉承「一切從員工的福祉出發」的理念，在按照相關法律提供基本員工福利的基礎上，積極制定全面的福利制度以響應員工需求，包括每年為所有員工進行體檢，推行全民社保政策，為所有員工繳納養老、醫療、失業、工傷和生育保險及住房公積金，並購買如補充醫療保險、意外傷害保險等商業保險，繳納企業年金，保障員工退休後的生活。我們在國家的帶薪休假制度要求之上，為員工提供節假日禮品、食宿等額外福利。其中，集團設有哺乳假、公益假等合法員工權益。

Improvement of Remuneration and Welfare

Adhering to the compensation concept and principle of internal fairness, external competitiveness, pay for position, pay for performance and pay for ability, CR Gas has been committed to building a highly efficient and professional compensation performance management mechanism based on value contribution, so as to ensure the realization of the Company's strategic objectives. In 2020, we continued to improve the remuneration incentive mechanism, ensuring that employees' value contribution has been given fair evaluation and return, and being promoting employees to give full play to their advantages and improve their shortcomings through performance-based management.

Improvement of Manager Incentive Mechanism: According to the relevant requirements of SASAC and China Resources Group on manager incentive mechanism, CR Gas has comprehensively optimized the existing executive compensation incentive scheme in 2020. The direct manager's income has been linked with the results of enterprise grading, target responsibility assessment and individual assessment, reflecting the distribution principle of remuneration increase and decrease with performance and scientifically setting the annual bonus of senior managers.

Development of Remuneration Package Reform: In 2020, the Company initiated 19 regional companies to carry out remuneration reform, most of which are large-scale and complex companies. With problems such as confusion of positions, redundant personnel, payment according to management level and professional title, unclear performance orientation, etc. The Company has promoted the wide participation of employees and helped the regional companies to build a scientific remuneration system by vigorously publicizing and implementing CR Culture and scientifically designing remuneration reform processes.

Enrichment of Employee Benefits

Adhering to the philosophy of oriented to and the well-being of employees, CR Gas has actively formulated a comprehensive welfare system to respond to the needs of employees on top of providing basic employee benefits in accordance with the relevant laws, including annual physical examination for all employees, implementation of national social security policy, payment of pension, medical, unemployment, work-related injury and maternity insurance and housing provident fund for all employees, purchase of commercial insurance such as supplementary medical insurance and accidental injury insurance, payment of enterprise annual bonus, and guarantee of employees' life after retirement. We have provided holiday gifts, board and lodging and other additional benefits for employees in addition to the national paid leave system. Among them, the Group has guaranteed legal rights and interests of employees such as lactation leave and public welfare leave.

8.2 關注員工成長

時代高速發展，科技日新月異，我們時刻保持危機感，深知唯有不斷地學習進步才能使員工及企業保持可持續發展的源動力。華潤燃氣持續加大培訓資源的投入，面向新入職員工、專業崗位員工及中高層管理人員均設定了科學系統的培訓體系和多元化的系列培訓課程，同時著力建立公平、公正用人機制，提供完善的員工職級晉升通道。

健全培訓管理體系

本集團不斷修繕《培訓管理制度》，根據集團和下屬公司的需求制定按職級劃分的年度培訓計劃和目標，制定公司整體年度培訓計劃表的內容，包括培訓項目、形式、主題、對象和費用等。

2020年，我們根據「藍焰」全序列人才培養體系和人才發展地圖，從M - 管理序列、P - 專業序列、S - 操作序列、N - 新人序列四大序列開展人才培養：

- **管理序列：**針對不同系列和層級的經理人崗位工作職責與能力標準，綜合燃氣標桿人才學習四步法「樹學做創」和拉姆•查蘭「領導梯隊」模型開發五大經理人培養項目，完整建立管理序列人才培養體系；
- **專業序列：**針對專業崗位能力培養，建設配套學習資源，面向各大專業全覆蓋開展專業崗位技能達標培訓考核認證。組織開展44門課程培訓，覆蓋約800人，引導員工立足崗位專業、掌握應知應會內容，形成專業人才梯隊。
- **操作序列：**為加強一線崗位技能標準化建設，持續降低華潤燃氣安全運營風險。我們優化更新安全輸配一線模塊1,237道理論題庫，輸出34名優秀考評員並完成2020版考評表優化評審，覆蓋20家成員企業和74名一線員工完成重新抽查，完成6個大區考評員培訓認證工作；

8.2 FOCUS ON EMPLOYEE GROWTH

With the rapid development of the era, science and technology are changing with each passing day. We have always maintained a sense of crisis, as only by continuous learning and progress can we maintain the driving force of sustainable development of employees and enterprises. CR Gas has continued to increase investment in training resources, and set up a scientific and systematic training system and a diversified series of training courses for new employees, professional employees and middle and senior management. At the same time, the Group has established a fair and just employment mechanism, providing a sound promotion channel for employees.

Improvement of Training Management System

The Group has continued to improve the Training Management System. According to the needs of the Group and subsidiaries, the Group has formulated annual training plans and targeted employee career goals, and formulated the overall annual training schedule of the Company, including the training programs, training forms, training subjects, targets and costs.

In 2020, we carried out talent training from four sequences according to the Blue Flame Full Sequence talent training system and talent development map: M-management sequence, P-profession sequence, S-operation sequence and N-new employee sequence:

- **Management Sequence:** According to the job responsibilities and abilities standards of different series and levels of management, we developed a series of learning projects such as the "Tree Learning, Practice and Creation" model, the Ram Charan's Leadership Pipeline model, and the talent training system of management sequence has been completely established.
- **Profession Sequence:** For the cultivation of capabilities of professional positions, we have built up learning resources, and carried out professional position skill standards training, assessment and certification for all major professional areas. We organized and carried out 44 training courses, covering about 800 people, guiding them to focus on the requirements of their positions, master the knowledge, and form a professional talent pipeline.
- **Operation Sequence:** We continued to strengthen the safety operation risk of CR Gas, and enhanced the standardization construction of on-line position skills. We optimized and updated the 1,237 theoretical question bank of the safe transmission and distribution on-line model, cultivated 34 excellent assessors, and completed the optimization and review of the 2020 evaluation form, held the spot check covering 20 member companies and 74 on-line employees, as well as the training and certification of assessors in 6 areas.



- New Employee Sequence:** The CR Gas Camp was sponsored by the CR Gas Institute and undertaken by the Institute in 2020. Centering on the theme of pragmatism, innovation, learning and growth, the camp helped the campers complete the transformation from a general professional to a high-level application program and cross-industry learning.

CR Gas Institute

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- In 2020, the online courses obtained 430,000 views from employees of CR Gas through the online learning platform, and the activities of the online learning platform remain the first in professional colleges.

Manager Management Enhancement

As an important member of the enterprise management team, the manager's management ability directly determines the development trend and work efficiency of the team. The effect will be focused on the management of managers in 2020. According to the new management requirements of the central government and the Group in the new period, we have successfully established a multi-level and multi-link management system concerning the management of managers, decision-making and performance, and comprehensively standardized the work process of cadre selection and appointment. We have innovated the assessment in a new mode, selected the best and strengthened the management team, constructed the hierarchical talent development mechanism of headquarters, areas and regional companies, adhered to the business orientation, promoted the improvement of management ability, and realized the vitality of the organization. In addition, we have strengthened the construction of the management team by improving the entry and promotion mechanism.

Employee Skill Development Plans

The Group has formulated diversified skill improvement plans for employees in different positions, so as to improve the knowledge and technical level of employees in various positions, keep pace with the times and improve the competitiveness of the Company. In 2020, we actively carried out the "master workshop" project, trained 470 talents and 227 backbone talents through centralized teaching, topic sharing, seminars and other training forms, and promoted the cultivation of key talents at all levels in the field of information technology and the reform of company operation and management.

In addition, we have carried out the "Cai Chen class" project for the financial leaders of regional companies, and trained the rising financial leaders and elemental financial personnel. We have set up 32 courses, organized case studies, clinical salons, and coaches to guide and strengthen the management ability evaluation and feedback and other activities, covering 168 talents. Through the training, the core of financial management talents has been established, the professional skills

本年度所提供的培訓數據：

The training information provided by CR Gas for the Year :

		單位 Unit	2020年	2019年
培訓總時數	Total hours of training	小時 Hour	1,076,438	3,267,600
人均受訓時數	Training hours per person	小時 Hour	38.2	77.8
受訓僱員總百分比	Total percentage of employees trained %	百分比 %	58.7%	100%
按性別劃分的人均受訓時數		Training hours per person by gender		
男	Male	小時 Hour	37.6	74.7
女	Female	小時 Hour	39.2	80.9
受僱職級劃分的人均受訓時數		Training hours per person by employment category		
管理層	Management	小時 Hour	24	56.3
中層員工	Middle-level staff	小時 Hour	26	52.9
基層員工	Elementary staff	小時 Hour	113	68.4
按性別劃分的受訓僱員百分比		Percentage of employees trained by gender		
男	Male	百分比 %	58%	100%
女	Female	百分比 %	61.5%	100%
按受僱職級劃分的受訓僱員百分比		Percentage of employees trained by employment category		
管理層	Management	百分比 %	56%	100%
中層員工	Middle-level staff	百分比 %	60%	100%
基層員工	Elementary staff	百分比 %	58%	100%

8.3 員工關愛活動

本公司秉承華潤「人本精神」，盡最大努力從生活和工作的各個方面為員工提供福利，站在員工的角度，考慮員工所需，平衡員工的工作與生活，與員工共同打造健康、可持續的工作環境。

我們密切關注員工身心健康，定期為各地員工在當地體檢中心組織年度健康體檢，務求全面預防、控制和消除疾病。在員工心理健康方面，我們開展多項培訓，幫助員工提高壓力管理能力，有效化解職場困擾。

8.3 EMPLOYEE CARING ACTIVITIES

The Company adheres to the people-oriented spirit of China Resources and endeavours to provide welfare for employees from all aspects of life and work. From the perspective of employees, the Company has considered the needs of employees, balanced the work and life of employees, and looked after employees to create a healthy and sustainable working environment.

We have paid close attention to the physical and mental health of employees, and regularly organized annual physical examination for employees in local physical examination centres, so as to comprehensively prevent, control and eliminate diseases. In terms of employees' mental health, we have carried out a number of training to help employees improve their ability in managing their stress and effectively solve workplace problems.

同時，我們重視在中秋、端午、春節等傳統佳節開展基層慰問活動，通過走訪溝通、發放節日禮品等方式，促進員工間相互交流，提升員工活力和精神面貌，增強企業凝聚力。

At the same time, we have paid attention to the care of our employees in traditional festivals such as Mid-Autumn Festival, Dragon Boat Festival, Spring Festival, etc. We have promoted mutual communication among employees, enhanced their vitality and mental outlook, as well as the cohesion of the enterprise through visits, communication and festival gifts.

案例：江門華潤燃氣開展春節節前一線員工走訪慰問活動

Case: Visit the Front-Line Staff of Jiangmen CR Gas before the Spring Festival

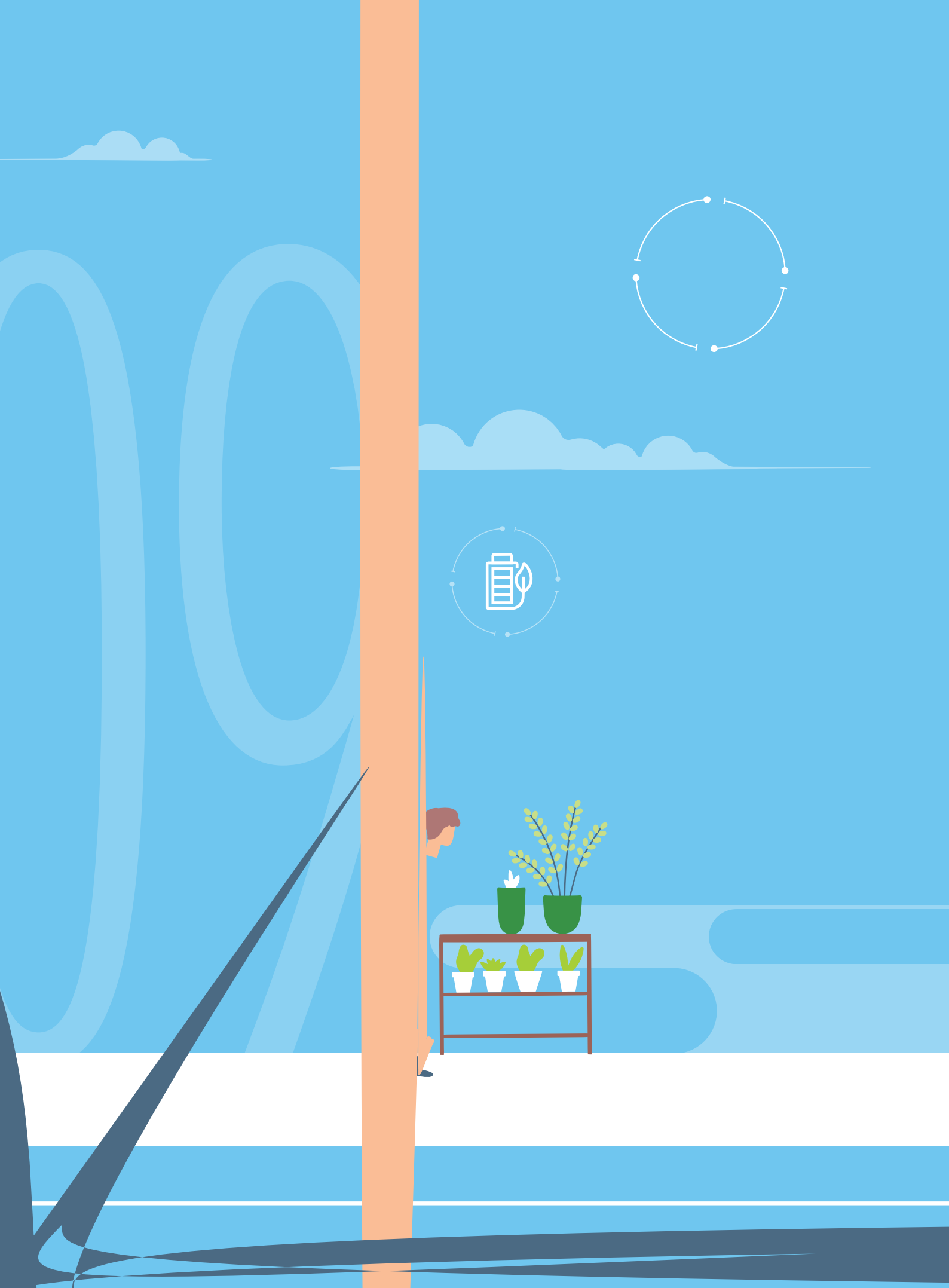
2020年新春佳節即將來臨之際，為關懷春節在崗職工，華潤燃氣華南大區主要領導組成慰問組，奔赴各大場站及客服中心開展春節走訪慰問，發放節日慰問品，送去節日的祝福，並檢查節前全生產工作開展情況。

On the eve of the Spring Festival in 2020, the main leaders of CR Gas South China initiated the major action and commenced the visit to the front-line staff before the Spring Festival. The distributed festival gifts, festival blessings, and inspected the production of pre-holiday production.



2020年，華潤燃氣為受疫情感染的員工發放慰問補貼，並確保受感染人員信息保密、安全。此外，本公司積極幫助困難員工及家屬，於2015年已成立困難員工輔助基金制度，長久以來持續投入資源切實有效的幫助困難員工解決生活和工作中遇到的問題。2020年，我們在困難員工幫扶投入超過970萬港元，為員工及其家庭送去來自公司的關懷。

In 2020, CR Gas has provided subsidies to employees infected by the epidemic, and ensured the confidentiality and security of information of the infected. In addition, the Company has actively helped employees and their families in hardship. In 2015, the Company established the assistance fund system for employees in hardship. It continued to invest resources for a long time to effectively help employees in hardship solve the problems in their life and work. In 2020, we invested more than HK\$9.7 million in helping employees in hardship, providing care from the Company to employees and their families.





9

匠人精神 共建美好生活

The Spirit of Craftsman: Creating a Better Life Together

9.1 提升服務品質

華潤燃氣始終秉承「以客戶為導向」的服務理念，為客戶供應安全清潔燃氣，提供專業、高效、親切的服務。我們通過向社會公示並承諾服務提供的標準，從穩定供氣、安全保障、預約服務、燃氣具售後服務、熱線接聽、服務質量、意見處理七個方面，制訂了各項服務的服務目標，年度滿意度提升目標，並接受社會監督。為了進一步保障優質服務，公司對主要服務項目進行交叉審核，針對客戶服務工作中的不足加以改進，並推廣優秀的服務理念和管理方法，促進華潤燃氣服務質量提升。

客戶權益保障

華潤燃氣嚴格遵循《中華人民共和國廣告法》《反不正當競爭法》等法律法規要求，持續加強公平營銷管理，規定營銷人員在廣告發佈、售電過程中以及合同簽署等環節的行為規範，嚴禁出現傳播誤導性、歧義性的產品信息和過度承諾現象，保障客戶的知情權。針對價格方面，華潤燃氣在客服中心及網上營業廳設有價格公示，涉及價格調整的情況均以政府物價部門通知為依據，並通過媒體廣泛告知調價信息，為客戶提供透明的資費信息。在向用戶提供服務及產品時，華潤燃氣始終秉持平等協商、互利共贏的經營理念，恪守雙方自願、公平交易的原則，簽訂合同時明確供用氣雙方權利和義務。

在客戶私隱保護方面，集團嚴格遵守國家《網絡安全法》和關鍵信息保護等相關法律法規，制定《華潤燃氣客戶隱私保護工作指引》，要求各級員工簽署《保密協議》，在用戶信息系統加密用戶敏感信息，並設置嚴格的分級審批和權限管理要求。同時，公司和外部供應商簽訂有針對保障客戶、消費者信息及隱私的保密協議，在合同裡設置相關條款進行約束，並將相應政策應用於所有業務及子公司。

9.1 IMPROVING SERVICE QUALITY

CR Gas has always adhered to the philosophy of customer-oriented service, providing customers with safe and clean gas, as well as professional, efficient and friendly services. Through publicizing and promising the standards of service provision to the public, we have formulated the service objectives of stability of gas supply, safety protection, reservation service, after-sales service of gas appliances, hotline answering, service quality and comment handling, as well as annual satisfaction improvement objectives, and accepted social supervision. In order to further ensure service quality, the Company conducted cross-checks on main services, improved deficiencies in customer service, promoted excellent service concept and management methods, and promoted the improvement of service quality of CR Gas.

Protection of Customer Rights

CR Gas is in strict compliance with laws and regulations including the Advertising Law and Anti-fair Competition Law of the People's Republic of China and continues to strengthen fair marketing practices. We have stipulated the code of conduct of marketing personnel in the process of advertising release, promotion and contract signing, strictly prohibiting the dissemination of misleading and ambiguous product information and excessive commitment, and protecting customer information rights. CR Gas publishes the prices in its customer service center and on the online business hall. Price adjustment should only be made on the basis of the notice issued by the pricing authorities of the government and the public should be fully informed of the details of such adjustments via the media, open transparency fees and expense information for customer. In the course of providing services and products to the customer, CR Gas always adheres to the operating philosophy of a long-term negotiation and mutual benefit, as well as the principle of willingness of both parties and fairness and justice. Rights and obligations of both gas suppliers and using parties should be specified when entering into contracts.

In the matter of customer privacy protection, the Group has strictly abided by the National Network Security Law and key information protection and other relevant laws and regulations, and formulated the CR Gas Guidelines for Customer Privacy Protection. The Group has required employees at all levels to sign a confidentiality agreement, encrypted sensitive information on the information system, and set up a high-level regulated system for data and approval as well as a strict management system. At the same time, the Company and external suppliers have signed confidentiality agreements to protect the information and privacy of customer and consumer, set clear and specific items in the contract, and applied the corresponding policies to all businesses and subsidiaries.

創新管理

華潤燃氣積極擁抱創新，構建創新管理體系，不斷完善創新機制，制定《創新研發工作管理辦法》《技術創新管理辦法》《技術創新激勵管理辦法》《技術創新項目評選辦法》以及《技術創新實施方案》，於2017年成立創新工作領導小組，統籌規劃全集團的創新工作，帶動成員公司進行創新工作和項目，並審議創新課題立項。2020年，為順應國家、行業新形勢的變化，依託設計研究中心，我們設立「中山研究院」，助力主營業務及綜合能源、綜合業務發展，圍繞行業發展趨勢展開技術研究，為集團發展提供有力的技術支持。

同時，我們加大科研經費投入，制定《研發成果獎勵規定》，激發人才創新活力，組織人員選聘工作，2020年新增加研發人員6人，總人數達到9人，其中經理1名，總工程師1名，其餘均為項目管理師。通過定期召開創新工作會和智慧燃氣工作會，讓員工了解工作進度和分享經驗，持續優化現有運營模式，促進企業高質量發展。集團也在內部提高員工對知識產權的意識和尊重，制定《華潤燃氣設計研究中心專利維護規定》，規定在合作過程中決不侵犯他人的相關權利，同時為公司自身開發的項目申請專利。公司在2020年設計中心共申請專利11項，其中發明6項，實用新型5項；共獲得18項實用新型專利授權。

Innovation management

CR Gas has actively embraced innovation, built an innovation management system, and continually improved the innovation mechanism. The Company formulated the Measures on Management of Innovation and Research & Development, the Measures on Technological Innovation Management, the Measures on Management of Technological Innovation Incentive, the Measures on Evaluation and Selection of Technological Innovation Projects and Measures on Technological Innovation Implementation. In 2017, the Company established the Innovation Work Leading Team which is responsible for the overall planning of innovation work of the Group, promoting the innovation work and projects of all member companies, as well as coordinating and deliberating the initiation of innovation projects. In 2020, in order to comply with the changes of the new situation of the country and the industry, we have established the Zhongshan Research Institute relying on the Design Research Centre to help the development of main businesses, comprehensive energy and comprehensive businesses, carried out technical research and the development trend of the industry, and provided strong technical support for the development of the Group.

At the same time, we have increased the investment in scientific research funds, formulated the R&D Achievement Award Regulations, stimulated the innovation vitality of talents, and organized the personnel selection and employment. Including 6 R&D personnel added in 2020, the total number of personnel has reached nine, including one manager, one chief engineer, and one project manager. By holding the regular innovation work conference and management work conference, employees are informed of the work progress and allowed to share their experiences, continuing to optimize the existing operation mode, and promoting the high-quality development of the enterprise. The Group has also improved its employees' awareness and respect for intellectual property rights, and formulated the Provisions on Patent Maintenance of CR Gas Design Research Centre, which stipulates that the Group shall not infringe the legitimate rights of others in the process of cooperation, and shall apply for patents for its self-developed projects at the same time. The Company applied for 11 patents, including 6 inventions and 5 utility models, and obtained 18 utility model patents in 2020.

智慧運營

2020年，公司根據戰略定位，依託華潤燃氣潤智科技有限公司研發平台，打造了統一的軟件研發底層平台，繼續在智慧運營業務方向探索，完善微網廳線上業務辦理平台，開發出「易作業安檢APP」等優質運營產品，實現了「快速響應需求、系統融合貫通、統一技術架構」的目標，提升了運營效率。

安檢APP：「易作業安檢」是為解決燃氣入戶安檢痛點難點問題，自主設計研發的現場作業平台。安檢平台會根據客戶家庭位置、安檢計劃、預約時間進行靈活智能派單，實現服務費現場掃碼支付，客戶在線電子簽名等「一站式」服務，提升了客戶體驗，大幅提升用戶滿意度及用氣安全。

微網廳建設：「微網廳」是華潤燃氣自主設計研發的第一款TOC端產品，實現客戶不跑腿在線辦理燃氣業務、提供賬單定向推送、繳費明細查詢、發票保存至卡包「一站式」體驗，大幅提升客戶忠誠度；滿足客戶足不出戶，了解燃氣安全知識、各項服務進度、用氣分析等功能需求，提升了客戶滿意度；微網廳對接各地政務平台，改變當地營商環境，獲得當地燃氣主管部門及政府的高度認可。

9.2 客戶溝通

2020年，華潤燃氣組織開展「百城萬戶隱患整改」等專項整治活動，通過政企聯合整治、整改優惠套餐、學標桿指標晾曬等舉措，有效提升嚴重隱患整改率、促進綜合業務發展。同時，為了提升安檢覆蓋率，保障安檢效率與質量，針對長期未檢戶、空置戶等不能成功入戶的情況，公司採取手持甲烷遙感檢測儀進行燃氣洩漏巡檢，利用以上新型科技手段，實現安檢覆蓋率提升，保障安全隱患及時發現並有效干預。

Smart Operation

In 2020, the Company established a standardized independent platform for software research and development relying on the R&D platform of China Resources Gas R n Zhi Technology Co., Ltd. (華潤燃氣潤智科技有限公司) according to the strategic positioning. The Company continued to explore the direction of smart operation business, improved the Weiwangting online business processing platform, developed Yizuo Safe Check App and other high-quality operation products, achieved the goal of quick response to needs, seamless integration and standardized technological architecture and improved the operation efficiency.

Safety Check App: Yizuo Safe Check App is an on-site operation platform independently designed and developed to solve the difficult problems of household gas safe check. The safe check platform is flexible and intelligent according to the customer's family location, safe inspection plan and appointment time, realizing the one-stop service such as on-site code scanning payment of service fee and online electronic signature of customer, greatly improving the customer experience, the satisfaction and gas safety.

Construction of Weiwangting: Weiwangting is the first TOC end product independently designed and developed by CR Gas, which realizes the one-stop service for customer and the e-commerce handling gas business online, providing digital push of bills, inquiry of payment details, signing in voice or card package, etc., and greatly improving customer loyalty. It meets the functional requirements of customer such as handling business at home, independent handling gas safe knowledge, audio service program, gas analysis, etc., and improving customer satisfaction. The Weiwangting connects with local government affairs platform, changes the local business environment, and is highly recognized by the local gas authority and the government.

9.2 CUSTOMER COMMUNICATION

In 2020, CR Gas organized and carried out special rectification activities such as rectification of hidden danger in 100 cities and 10,000 households. The rectification rate of serious hidden danger was effectively improved and the comprehensive business development promoted through the joint rectification of government and enterprise, the rectification of potential packages and the showing of benchmark indicators. Safe cooperation, safe efficiency and quality have been improved in the meantime. In view of the difficulties faced by the long-term non-inspected households and vacant households, the Company used the newly developed handheld methane sensing device for gas leakage inspection, the effective improvement of cooperation and enhancing the timeliness and effectiveness of potential safety hazards.

案例：鄭州華潤燃氣有限公司積極開展戶內隱患綜合治理工作

Case: CR Gas Limited (Zhengzhou) actively carried out comprehensive rectification activities on household hidden dangers

鄭州華潤燃氣有限公司以「履職盡責，追求本質安全」為中心，積極開展戶內隱患綜合治理各項工作，進一步加強客戶端嚴重隱患整治力度，防控戶內燃氣事故風險，戶內隱患整改工作取得了新突破。針對安置房社區、租房戶集中社區普遍存在人員流動性大、管理混亂、用氣環境複雜、隱患較多等問題，集中開展了此類社區隱患專項整治工作。通過突擊摸排檢查，發現隱患，建立管理台賬，並聯合轄區派出所、街道辦事處、社區建立「聯防聯治」協作機制，形成齊抓共管的良好局面。對目標小區制定專項宣傳計劃和隱患整改方案，多方協作，強化落實「一入戶六到位」，突出入戶隱患整改跟蹤問效，切實治理一批嚴重隱患。

Focusing on people-oriented ideas and pursuing intrinsic safety, CR Gas Limited (Zhengzhou) actively carried out a comprehensive rectification activities on household hidden dangers, further strengthened the remediation of serious hidden dangers at the client end, prevented and controlled the risk of household gas accidents, and made new breakthroughs in the rectification of household hidden dangers. In light of the common problems in these rental housing communities and concentrated rental housing communities, such as high mobility of people, poor management, complex gas use environment and a high incidence of hidden dangers, the company carried out special rectification activities on hidden dangers in these communities. The company identified hidden dangers through on-site inspections and investigations and established management records, and set up a cooperation mechanism of joint prevention and rectification with local police stations, sub-district offices and communities to form a good situation of joint management. As for the target communities, the company formulated special publicity plans and hidden danger rectification schemes. Through multi-party cooperation, the company strengthened the implementation of measures in place for each household, highlighted the following: high efficiency monitoring and accountability for household hidden danger rectification, and effectively rectified a number of serious hidden dangers.



此外，為提升客戶的安全用氣意識，華潤燃氣依託日常入戶抄表、安檢、維修為契機，聯合互聯網渠道、公共媒體平台等，積極向客戶宣傳安全知識，印發安全用氣常識與用氣注意事項，提示客戶安全用氣。同時，積極開展燃氣安全進社區、進校園、進商場等活動，進行燃氣設備、設施的檢查，並現場宣傳安全用氣須知，向公眾普及燃氣業務和安全常識。

In addition, in order to enhance customers' awareness of safe use of gas, CR Gas, through online channels and public media platforms, actively publicized safe knowledge to customers, printed and distributed common knowledge and precautions of safe use of gas, and advised customers to use gas safely during daily in-home meal reading, safe inspection and maintenance. At the same time, CR Gas actively carried out gas safety events for communities, camps and shopping malls, inspected gas equipment and facilities, and publicized the instructions for safe use of gas on site, so as to popularize gas business and elementary knowledge about safe use of gas to the public.

案例：鎮江華潤燃氣有限公司組織開展燃氣安全進校園活動

Case: CR Gas Limited (Zhenjiang) organized gas safety events for schools

為紮實推進燃氣安全宣傳「五進」活動，鎮江華潤燃氣有限公司聯合鎮江麥田義工服務社啟動了燃氣安全進校園系列活動，從「長大以後做什麼」之「燃氣安全守護者」的視角，教授中小學生們懂燃氣知識、查燃氣隱患、會應急處置。通過「小小啄木鳥」們口口相傳普及燃氣安全知識，保障廣大用戶安全用氣。

6月19日，公司走進鎮江市敏成小學開展宣傳活動。開場播放的《小豬佩琪》燃氣動畫短片，立刻吸引了孩子們的注意力，從而引入燃氣安全主題。活動過程通過情景劇演繹、燃氣知識講解、互動迷宮、小組拼圖、有獎問答等形式，向孩子們介紹了天然氣是什麼、常見的燃氣設施、燃氣洩漏應急處置等燃氣安全知識，課程內容豐富有趣，孩子們興致勃勃、積極互動，紛紛表示要爭當「燃氣安全守護者」，回家後向家長宣傳安全用氣知識。

To steadily advance the Wujin publicity activities, CR Gas Limited (Zhenjiang), together with Zhenjiang Mai Tian Volunteer Service Agency (鎮江麥田義工服務社), initiated a series of gas safety events for schools. From the perspective of a gas safety defender, the topic of What will I do when I grow up: the company conducted a primary and secondary school gas safety knowledge, a look for hidden dangers, and emergency response. With the spread of message among little woodpecker gas safety knowledge could be popularized to ensure the safe use of gas by the people.

On 19th June, the company visited Zhenjiang Mincheng Primary School (鎮江市敏成小學) to carry out publicity activities. An episode of Peppa Pig about gas safety was played at the start of the event, which immediately drew the attention of the children so that the gas safety topic could then be introduced. Children were engaged through a national gas safety, common gas facilities, emergency response for gas leakage and other gas safety knowledge through scene play, lesson plans of gas knowledge, interactive maze, group puzzle, quiz, etc. The classes were a lot of fun and children were interested and participated in the gas safety defender competition to share with parents about safe use of gas.



案例：蘇州華潤燃氣有限公司通過線上、線下的方式為群眾普及燃氣安全知識

Case: CR Gas Limited (Suzhou) popularized gas safety knowledge online and offline

蘇州華潤燃氣有限公司為了營造穩定的輿論氛圍、培養用戶良好的安全用氣意識、用氣習慣，線上通過公眾號、新聞稿、網站、語音接聽、線上答題等方式推送燃氣安全知識。線下與政府、街道、社區開展擺攤宣傳、流動服務、困難戶幫扶，與商業綜合體合作開展大型宣講等形式多樣的燃氣安全宣傳活動。活動期間以發放禮品、答題贏紅包、提問有獎勵等方式吸引用戶主動學習，鼓勵用戶積極參與。

CR Gas Limited (Suzhou) has popularized gas safety knowledge online through official Wechat account, press release, website, phone answering and online answering to create a favorable atmosphere of public opinion and cultivate the 'good awareness of gas safety and gas use habits'. CR Gas Limited (Suzhou) has carried out a variety of gas safety publicity activities offline. Through the government, administrative and communities, through all publicity, mobile services, assistance for households in difficulties, and large-scale publicity in cooperation with commercial complexes. During the activities, we have adopted to make the initiative to learn by giving gifts, winning envelopes for answering questions, and receiving rewards for asking questions.



客戶投訴處理跟進機制

我們將解決客戶投訴作為改善服務的起點，積極傾聽和回應客戶反饋與建議，爭取第一時間作出響應。華潤燃氣積極應對客戶投訴，精選投訴管理優秀經驗，收錄代表性客戶投訴案例印發學習，要求各成員公司專人負責客戶投訴監測、分析、應對、處置工作，及時跟進和處理客戶的訴求意見，確保投訴得到及時有效處理。此外，各成員公司對客戶投訴進行剖析和歸納，對重點和頻發事件進行跟進並制定工作改進計劃，建立高效的投訴預防處理機制。集團在2020年共接獲關於產品及服務相關投訴3,809起，投訴跟蹤解決率100%。

2020年，我們組織客戶滿意度調查，調查範圍覆蓋全部區域公司，訪問超過2.2萬用戶，147家政府單位，實施調查過程質量抽檢，調查結果顯示客戶滿意度得分達到94分。

9.3 打造責任供應鏈

華潤燃氣秉承「公平交易、互利共贏」的合作理念，以責任採購為起點，充分保障供應商權益，通過積極介入上下游市場從而建立公開有序、合作共贏的業務夥伴良性競爭平台。同時，我們有效識別供應鏈風險，減少供應商安全、環境及社會隱患，推動供應鏈提升履責能力，攜手供應商融合發展。

Follow-up Mechanism for Customer Complaints

We treat solving customer complaints as the starting point of improving service quality, listening to and responding to customer feedback and suggestions, and striving to respond as soon as possible. CR Gas has actively responded to customer complaints, selected excellent experience in complaint management, collected and printed representative customer complaint cases for study, and required all member companies to assign dedicated personnel to monitor, analyze, respond to and handle customer complaints, so as to promptly follow up and handle customer requirements and opinions, ensuring that the complaint can be dealt with in a timely and efficient manner. In addition, each member company also analyzed and summarized customer complaints, conducted follow-up work and formulated work improvement plans in relation to key and frequent-occurred incidents, so as to set up an efficient complaint prevention and handling mechanism. In 2020, the Group received a total of 3,809 complaints about products and services, with a complaint tracking and resolution rate of 100%.

In 2020, we organized a customer satisfaction survey across all regional companies, interviewed more than 22,000 users and 147 government units, and carried out sampling inspection of the process quality. The survey results showed that the score of customer satisfaction reached 94 points.

9.3 CONSTRUCTION OF RESPONSIBLE SUPPLY CHAIN

Adhering to the cooperation concept of fair trade and mutual benefit, CR Gas has taken responsible procurement as the starting point, fully protected the rights and interests of suppliers, and established an open, orderly and win-win competition platform for business partners. At the same time, we have effectively identified the risks of the supply chain, reduced the potential safety, environmental and social hazards of suppliers, promoted the supply chain to improve its ability to fulfill responsibilities, and joined hands with suppliers for integrated development.

供應鏈管理

本公司嚴格遵守《中華人民共和國招標投標法》、《中華人民共和國招標投標法實施條例》，結合自身發展與管理現狀，不斷加強供應商管理，制定《華潤燃氣採購管理制度》《集中聯合採購管理規定》，在充分保障供應商利益的前提下，要求所有供應商都需要達到集團在政策中列出對環境保護、員工健康與安全、勞工準則等期望，同時明確供應商篩選、準入及考核標準，規範供應商在招投標以及合作全過程中的商業道德及操守。

華潤燃氣對主要工程物資實施集中聯合採購，有完善的集採入圍招標評審流程，從供應商入庫到退出實行統一管理。從網站報名、資格初審、現場考察、綜合評審等環節，注重考察供應商信譽、資質、生產能力、質檢能力、綜合管理水平。同時，我們對於入圍供應商實施動態管理，通過飛行檢查、第三方送檢、遠程監造等方式對供應商進行質量管控，每年組織華潤燃氣成員企業對供應商進行評價，並按照評價結果對供應商進行準入、退出等管理。

踐行責任採購

華潤燃氣勇於擔當央企社會責任，積極踐行責任採購，推動落實本地化採購政策，明確公司項目建設所需大宗原材料及區域公司所需辦公設施本地優先購買原則，通過定向資源輸出的方式，扶持當地供應商，帶動本地經濟發展。年內，集團共聘用310家供應商，全部來自中國內地，公司責任採購比例為92%。

Supply chain management

本公司嚴格遵守《中華人民共和國招標投標法》、《中華人民共和國招標投標法實施條例》。On the premise of fully protecting the interests of suppliers, the Company has required all suppliers to meet the Group's expectations on environmental protection, employee health and safety, labor standards, etc. listed in the policy, clarified the standards on supplier selection, admission and assessment, and standardized the business ethics of suppliers in the whole process of tendering and bidding as well as cooperation.

CR Gas has implemented centralized joint procurement for major engineering materials through a comprehensive bidding evaluation process for shortlisted suppliers, and implemented unified management from supplier admission to withdrawal. Website registration, preliminary qualification examination, on-site investigation, comprehensive evaluation and other processes were established to focus on the inspection of supplier reputation, qualification, production capacity, quality inspection ability and comprehensive management level. At the same time, we have implemented dynamic management for shortlisted suppliers, and conducted quality control of suppliers through unannounced inspection, hidden-patrol inspection, remote manufacturing supervision, etc. CR Gas organized its member companies to evaluate the suppliers separately, and managed the suppliers in the form of entry, withdrawal and other aspects according to the evaluation results.

Practice of Responsible Procurement

With the courage to take its social responsibility as a central theme, CR Gas has actively practiced responsible procurement, promoted the implementation of localized procurement policy, and clarified the principle of local priority in the purchase of bulk raw materials required for project construction and office facilities required by regional companies. The Company has supported local suppliers and promoted the development of local economy by means of directional allocation of resources. During the Year, the Group engaged a total of 310 suppliers, all of which were based in mainland China. The proportion of responsible procurement of the Company in 2020 reached 92%.

此外，本公司遵守行業規範和商業道德，積極履行誠信合規採購，明確規範公司員工在採購過程中，必須維護公平競爭、遵守迴避制度、履行採購信息保密制度，要求參加供應商實地考察的專家100%簽訂《物資考察陽光宣言》，堅決抵制圍標、串標、低於成本價競標、行業壟斷、收受回扣等不正當競爭行為。此外，通過建立「雙向互評」機制，為供應商提供多種申訴渠道，接受合作夥伴的質疑和投訴，同時實現供應商和集團相互監督與意見交流，共同保障健康的合作關係。

推動供應鏈履責

我們非常重視規範供應商在環境、安全及社會領域的行為，將具備ISO環境及職業健康安全相關體系認證作為準入條件之一，並將環境健康責任作為供應商定期評審考核的重要指標。2020年，通過質量、環境和職業健康安全體系認證的供應商佔所有與集團合作的供應商100%。

此外，我們通過不定期舉辦供應商培訓活動，向供應商傳遞環保、安全、健康等方面的社會責任理念；通過燃氣設備展會、日常技術交流進行溝通交流，促進供應商提供綠色環保產品，積極推動綠色供應鏈建設。

In addition, the Company has abided by the industry norms and business ethics, and actively implemented the procurement in accordance with and compliance manner. The Company has specified that its employees shall maintain fair competition, abide by the challenge, and perform the procurement information confidentiality in the procurement process, and required all the employees who are engaged in the field inspection to sign the Declaration of Sunshine Investigation of Goods (《物資考察陽光宣言》). The Company has firmly resisted bid-rigging, collusion, below-cost bidding, industry monopoly, kickbacks and other unfair competition. In addition, through the establishment of the two-way assessment mechanism, the Company has provided a variety of complaint channels for suppliers to accept the queries and complaints from partners, and realized mutual supervision and opinion exchange between suppliers and the Group, so as to jointly guarantee a healthy cooperative relationship.

Promotion of Fulfillment of Supply Chain Responsibility

We have attached great importance to standardizing the behavior of suppliers in the fields of environment, safety and society. We have taken ISO environmental, occupational health and safety related certification as one of the entry conditions, with environmental and health responsibility as an important indicator of suppliers' legal compliance. In 2020, 100% of the Group's suppliers passed the certification of occupational, environmental, occupational health and safety management system.

In addition, by organizing training activities for suppliers on an ad hoc basis, we convey to suppliers the philosophy of social responsibility in relation to environmental protection, safety, health and other aspects; encouraged suppliers to provide green and environmental-friendly products, and actively promoted the development of a green supply chain through gas equipment exhibition and daily technical exchange.



9.4 攜手創新發展

華潤燃氣建立以設計研究院為核心創新平台，注重創新發展，以業務需求為導向，圍繞燃氣輸配、政策諮詢推動重點課題研究。2020年，圍繞華潤集團創新發展的要求與華潤燃氣「1+2+N」的戰略方向，華潤燃氣確定以健全創新發展管理機制為基礎，以深入開展創新研發項目求突破，以全面整合創新資源為保障的三大主線，提高研發投入強度，拓展業務邊界，推動能源升級，努力實現創新型組織的目標。

同時，華潤燃氣制定並發佈《創新工作指引》《創新項目管理辦法》《專家庫管理指引》三項制度，規範了各級創新機構設置，逐步實現研發項目全流程管理，注重項目成果推廣及知識產權保護，組建科技創新專家委員會，建立專家庫，完善人才配置，全面提高效益並激發組織活力。此外，我們積極開展產學研合作，在能源及燃氣運營領域不斷取得突破和成果，為華潤燃氣創新工作和可持續發展提供有力支撐。

9.4 INNOVATING AND DEVELOPING TOGETHER

CR Gas has established an innovation platform with Design Research Institute as the core, focusing on innovation and development, taking business demand as the guidance, and promoting key research topics around gas transmission and distribution and policy consultation. In 2020, with the focus on innovation development needs of China Resources Gas Group and the "1+2+N" gas strategic direction, CR Gas confirmed to increase research investment and effort, expand business boundaries, promote energy upgrading, and achieve the aim of being an innovation organization by adopting the major measures of improving innovation development management mechanism, making breakthroughs through independent research projects and comprehensive integration of innovation resources.

At the same time, CR Gas formulated and issued the items of Innovation Work Guidelines, Innovation Project Management Methods, and Expert Pool Management Guidelines. These items helped realize the establishment of innovation institutions at all levels, and gradually realized the process management of R&D projects, focusing on the promotion of projects and the promotion of intellectual property rights. A technological innovation expert committee was established to build an expert pool for optimizing talent management and holistically boosting efficiency and improving organizational vitality. In addition, we actively carried out industry-university-research cooperation, and continuously achieved breakthroughs and results in the fields of energy and gas operations, providing strong support for CR Gas' innovation work and sustainable development.

成立多家技術研究院

華潤燃氣以創新工作為重點，先後設立各類研究院來支持科技創新工作的開展及重大成果轉換。

- 無錫公司設立了物聯網研究院；
- 設計研究中心組建了中山技術研究院；
- 鄭州公司成立了技術創新研究院，並獲批中國（河南）自由貿易試驗區博士後科研工作站，成為鄭州首批建設的市級博士後創新實踐基地。

各成員企業通過建立研究院、人才引進等方式不斷充實科研實力，在新業務、新模型、新產品、新科技、新設備等方向均已開展科技研究工作，深入推進創新工作與具體業務融合發展。

開展智慧設計研究

本公司積極開展BIM技術研究，在常規、非常規領域開展試點，實現由二維設計藍圖向三維數字可視化模型的跨越，為實現項目全生命週期管理、智慧管網建設奠定基礎。

- 在常規、場站項目進行試點建模：完成石阡縣LNG綜合利用站項目進行站房、工藝管道系統建模；完成商業綜合體供氣項目庭院管道系統建模；進行珠海LNG臨時供氣裝置、高中壓調壓站總包工程建模。
- 2020年底完成常規工程BIM設計標準，建設常規工程材料BIM庫族。

Setting up a number of technology research institutes

Focusing on innovation, CR Gas established a number of research institutes to support the development of technological innovation and the transformation of major achievements.

- Wuxi Company established the Internet of Things Research Institute;
- The Design Research Centre established the Zhongshan Technology Research Institute;
- Zhengzhou Company established the Technological Innovation Research Institute, which was approved as a post-doctoral research station in the China (Henan) Pilot Free Trade Zone and became one of the first municipal post-doctoral innovation bases in Zhengzhou.

All member companies continued to enhance their scientific research capabilities through establishment of research institutes and introduction of talent. The companies performed scientific and technological research in new business, new models, new products, new technologies and new equipment, and further promoted the integration and development of innovation and specific business.

Carrying out Intelligent Design Research

The Company has actively carried out BIM technology research, conducted pilot projects in conventional and non-conventional fields, realized the leap from 2D design blueprint to 3D digital visualization model, and laid the foundation for the realization of project life cycle management and smart pipeline network construction.

- **Pilot Modelling in Conventional and Station Projects:** The Company completed the modelling of station building and process pipeline system in Shiqian LNG comprehensive utilization station project; completed the modelling of cold and pipeline system in commercial complex gas supply project; and carried out the modelling of Zhuhai LNG temporary gas supply and high and medium pressure regulating station EPC project.
- The Company has completed the BIM design standard for conventional projects and built BIM library family for conventional engineering materials by the end of 2020.



加強信息化建設

我們通過加強信息化應用，打造智慧燃氣建設，2020年重點開展了如下事項：

- 上線設計協同系統：

行業交流

我們積極探索行業發展思路，洞察產業趨勢，助推行業標準化的制定。華潤燃氣作為中國城市燃氣協會標準工作委員會委員單位，代表集團主編《高層建築燃氣設施設計施工技術規範》《燃氣用鋁合金襯塑環壓連接技術規程》2項中燃協會團體標準。

此外，我們多次組織參與國內燃氣行業協會會議，包括中國土木工程學會燃氣分會氣源專業學術會議、中國城市燃氣協會標準委員會會議、上海LNG2019等多項會議，把握行業發展趨勢、學習政策信息、重大技術突破和應用。完成組織徵集協會會議論文共87篇，燃氣學會年會錄用68篇。

深化外部合作

我們積極與高校、科研院所及技術先進企業在燃氣技術方面展開合作，在管鉗與管道之間的力學性能方面和鄭州大學力學實驗室合作；在燃燒器優化方面和河南工業大學材料學院合作；在機加工方面和鄭州飛健智控設備有限公司開展合作等。

一直以來，華潤燃氣創新工作始終堅持戰略驅動，結合行業特點制定管理制度，營造良好的創新氛圍，以重點企業重點項目為抓手，提高關鍵課題自主創新能力，取得了較好的經濟效益和人才效益，開創了創新工作新局面。

Exchanges in the Industry

We have actively explored the industry development ideas, disseminated the industry trends, and promoted the formulation of industry standards. As a member of the Standardizing Committee of China City Gas Association, CR Gas edited two group standards of the association, i.e. Technical Code for Design and Construction of Gas Facilities in High Rise Buildings and Technical Specifications for Aluminum Alloy Lined Connection Ring for Gas on behalf of the Group.

In addition, we have organized and participated in many domestic gas industry association meetings, including Gas Source Academic Meeting of Gas Branch of China Society of Civil Engineering, Standard Committee Meeting of China City Gas Association, Shanghai LNG 2019, etc., so as to grasp the development trend of the industry, learn policy information, major technological breakthroughs and applications. We have collected 87 papers for the association and 68 papers were adopted by the annual meeting of the Gas Society.

Deepening of External Cooperation

We have actively cooperated with universities, scientific research institutes, and technologically advanced enterprises in gas technology, including cooperation with Mechanical Laboratory of Zhengzhou University in mechanical properties between pipe joints and pipes, cooperation with Material College of Henan University of Technology in boiler optimization, cooperation with Zhengzhou Feijian Intelligent Control Equipment Co., Ltd. in machining, etc.

CR Gas has always carried out innovation-driven in a strategically-driven way, formulated a management system to promote industry innovation, and created a good atmosphere for innovation. With key enterprises and key projects as the starting point, CR Gas has achieved independent innovation capabilities on key topics and achieved better economic benefits and talent benefits. It has opened up a new situation in innovation.

案例：持續開展外部學標桿企業學習交流活動

Case: Continuous Enterprise Learning and Exchange Activities on External Benchmarking

2020年5月，華潤燃氣熱力組前往山西建築產業現代化(晉中)園區，對園區高大建築空間冬季輻射採暖情況進行學習交流；

2020年8月，設計研究中心副總經理劉慶宇帶領中心研發團隊赴中國計量大學開展「超聲波計量儀錶研究及應用」考察交流；

2020年9月，設計研究中心研發部跟隨集團赴九江石化智能化工廠進行考察學習，吸取智能燃氣的發展建設經驗，並赴河北廊坊參加第六屆智慧燃氣發展論壇；

2020年10月，華潤燃氣集團總部代表團參加2020年全國石油經濟學術年會，中心總經理劉敏鴻做主題報告，為促進城市燃氣協調發展做出建議與展望；

2020年12月，設計研究中心研發部赴華潤電力技術研究院進行對標交流，共同致力技術研究進步，助力集團高質量發展。

In May 2020, the heating group of CR Gas went to Shanxi Construction Industry Modernization (Jinzhong) Park to learn and exchange experience on heating system of all buildings in the park;

In August 2020, Liu Qing, deputy general manager of the Design Research Center, led the center's R&D team to China Jiliang University to conduct Ultrasonic Measuring Instrument Research and Application Investigation and exchange;

In September 2020, the R&D Department of the Design Research Center followed the Group to the Intelligent Chemical Plant of Jiangsu Petrochemical Company for investigation and learning, also benefited the experience of the development and construction of intelligent gas, and went to Langfang, Hebei Province to participate in the Sixth Intelligent Gas Development Forum;

In October 2020, the delegation from the headquarters of CR Gas Group attended the 2020 National Petroleum Economic Annual Academic Conference. Liu Minhong, the general manager of the center, made a keynote speech to make suggestions and outlook for promoting the coordinated development of urban gas;

In December 2020, the R&D Department of the Design Research Center went to China Resources Electric Power Technology Research Institute for benchmarking and exchange to jointly promote technological research progress and help the Group's high-quality development.



設計研究中心總經理劉敏鴻在全國石油經濟學術大會做主題報告

Liu Minhong, general manager of the Design Research Center, making a keynote speech at the National Petroleum Economics Academic Conference

9.5 參與社區建設

華潤燃氣嚴格遵循《中華人民共和國公益事業捐贈法》《財政部關於加強企業對外捐贈財務管理的通知》等法律法規，堅持貫徹《華潤(集團)有限公司慈善公益活動管理辦法》《華潤燃氣控股有限公司慈善公益活動管理辦法》以及《華潤燃氣權責運行手冊》，各大區在相關制度的引領下，扶貧助困、捐資助學、關愛特殊群體志願服務，每一份愛心都落到實處，每一份捐贈都帶去溫暖。2020年，集團共捐贈778.25萬港元；動員員工參與志願活動共12,000人次，志願活動總時長約274,102.10小時。投入970萬港元幫扶專項資金。

扶貧助困

華潤燃氣積極履行央企責任，利用公司資源與能源技術優勢，扶持地方產業，幫助貧困人口就業，投身公益扶貧，為決勝脫貧攻堅，全面建成小康社會貢獻應有的力量。華潤燃氣自身透過「人才培育、產業扶貧、基礎設施建設」等方面落實支持工作，為貧困者提供有效脫貧的方法。集團下屬公司在年內繼續大力推動扶貧助困事業，其中萬年公司、福州區域公司和吉安公司的項目尤其有代表性。

9.5 PARTICIPATION IN COMMUNITY BUILDING

CR Gas has strictly abided by the Welfare Donation Law of the People's Republic of China, the Notice of the Ministry of Finance on Strengthening Financial Management of Enterprises' External Donation and other laws and regulations, and adhered to the Measures for the Management of Charity and Public Welfare Activities of China Resources (Group) Co., Ltd., the Measures for the Management of Charity and Public Welfare Activities of CR Gas Holding Co., Ltd., and the Operation Manual of Rights and Responsibilities of CR Gas. Under the guidance of relevant laws, regional companies brought love and warmth to those in need through donations, education aid and caring for groups with special needs. In 2020, the Group donated HK\$7.78 million in total, mobilized 12,000 employees to participate in voluntary activities, with a total duration of 274,102.10 hours, and invested HK\$9.7 million in special funds.

Poverty Alleviation

CR Gas has actively fulfilled its responsibilities as a centralized enterprise, made use of the Company's resources and energy technology advantages, supported local industries, helped poor people find jobs, developed self-public welfare and poverty alleviation, and contributed to strengthening the decision-making of poverty alleviation and the building of a well-off society in an all-round way. CR Gas carried out external support projects in aspects such as talent cultivation, industry poverty alleviation and infrastructure construction on a large scale and effectively advanced the lives of poor people. During the Year, companies under the Group continued to go on and push ahead with poverty alleviation projects, among which, the projects carried out by Wannian Company, Fuzhou Regional Company and Ji'an Company were the most representative ones.

捐資助學

集團相信讓孩童得到優質教育是消除貧困的長遠方法。為此，華潤燃氣通過捐贈教學物資與設備、設立獎助學金、開展助學公益活動等方式，令貧困地區的辦學水平得以提升。

Education Aid

The Group believes that the long-term solution to poverty elimination is to provide quality education to children. In this regard, CR Gas has enhanced the level of schooling in poverty-stricken areas by donating educational resources and equipment, setting up scholarships and conducting philanthropic and social activities, and launching charitable education aid.

案例：捐資助學，圓「貧困學生大學夢」

Case: Education Aid to Help Realizing the “College Dream of Poor Students”

2020年5月28日，赤峰華潤燃氣有限公司委派黨支部副書記張子力、總經辦經理孔維苓前往赤峰市紅旗中學開展捐資助學活動，捐贈儀式在弘毅樓會議室舉行。本次受助的三位同學均是今年以高分考入紅旗中學重點班的學生，成績優異，品學兼優，但由於自身家庭貧困無法順利完成學業。赤峰華潤燃氣有限公司的捐助如同雪中送炭，為他們點亮了希望。

On 28th May, 2020, Chifeng China Resources Gas Co., Ltd. appointed Zhang Zili, deputy secretary of the Party Branch, and Kong Weiling, manager of the General Manager's Office, to Chifeng Hongqi Middle School to carry out education aid activities. The donation ceremony was held in the conference room of Hongqi Building. The three students who have been helped this time were admitted to the key class of Hongqi Middle School with high scores. However, due to their own family's poverty, they were unable to complete their studies due to the poor economic conditions of their families. The donation of Chifeng China Resources Gas Co., Ltd. fully provided assistance to the need ones in a timely manner, lighting up their hope.



關愛特殊群體

特殊群體需要社會各方的關愛，華潤燃氣通過長期而持續的工作，關心、慰問和救助貧困群體、殘障人士、留守兒童、孤寡老人、退伍老兵、「三無」和「五老」人員，希望他們能夠得到和諧美好的生活。

Caring for Groups with Special Needs

Caring for the socially essential groups with special needs. With long-term and continuous efforts, CR Gas has endeavored to care, arranged visits and provided aid to the poor, the disabled, left-behind children, lonely senior citizens, retired veterans, the homeless people and senior Party members, etc. as special cases, aged elderly and old models, hoping that they can enjoy a harmonious and beautiful life.

案例：華潤燃氣江門區域開展「退伍老兵走訪慰問」志願服務活動

Case: Volunteer Services of “Visiting and Caring for Veterans” in CR Gas Jiangmen Region

2020年1月14日，江門市退役軍人事務局攜手華潤燃氣江門區域開展「致敬革命功臣，情暖退伍老兵」走訪慰問志願服務活動，對蓬江區、新會區、開平市、鶴山市25戶困難退役軍人和優撫對象進行慰問，確保優撫對象家庭在春節期間度過一個歡樂、祥和的節日。這也是江門市首次開展大規模社會化擁軍慰問活動。

On 14th January, 2020, Jiangmen Municipal Bureau of Veterans Affairs, together with CR Gas Jiangmen Region, launched the pairing initiative of the old lions, the old and the old, and old new services. The endeavor ended the care for 25 families of the old and the old in difficult in Pengjiang District, Xinhui District, Kaiping City and Heshan City, ensuring that their families enjoyed a happy and peaceful Spring Festival. This was also the first large-scale community initiative to care for the old in Jiangmen City.

志願服務

華潤燃氣堅持「奉獻、友愛、互助、進步」的志願服務精神，壯大在各區域公司的員工志願者隊伍，並打造多個志願服務品牌，為地方小區開展志願者活動和服務。

Volunteer Services

Adhering to the core value of dedication, fairness, mutual support and improvement, CR Gas has strengthened the affiliation team among its regional companies and built a network of volunteers to organize on-site activities and services in local communities.

案例：汕頭市華潤新奧燃氣有限公司黨支部藍螢服務隊開展「服務+送溫暖」慰問活動

Case: “Service + Warmth” Activity of Lanying Service Team of Party Branch of Shantou China Resources Xin’ao Gas Co., Ltd.

2020年新年來臨之際，為深入貫徹「不忘初心、牢記使命」主題教育精神，進一步深化社區、企業共治共建共享的新格局。1月20日上午，汕頭市華潤新奧燃氣有限公司黨支部藍螢服務隊分別在供氣轄區的安居、華新社區開展「服務+送溫暖」活動，送去公司的親切關懷，並致以新春的祝福。這次慰問的對象為公司供氣轄區部份低保特困戶、殘疾人、孤寡老人。

With the arrival of the new year 2020, in order to deeply implement the theme education spirit of “不忘初心、牢記使命” and further deepen the cooperation of co-governance, co-construction and sharing of communities and enterprises, on the morning of 20th January, Lanying Service Team of Party Branch of Shantou China Resources Xin’ao Gas Co., Ltd. carried out the “Service + Warmth” activity in Anji Community and Huaxin Community in the gas supply area. They specially sent the company’s cordial care and new year’s blessings to the low-income and special difficulty families, the disabled and the elderly living alone.







同心抗疫

築起疫情防控的

Toge he 嚴密防線

Fight the Virus and Build a

Rob  Defense 

against the

Epidemic



10

同心抗疫 築起疫情防控的嚴密防線

Together Fight the Virus and Build a Robust Defense against the Epidemic

自疫情出現以來，華潤燃氣迅速響應國家疫情防控工作部署，嚴格落實疫情防控要求，按照提出的「三保一優」工作指導原則開展抗疫工作。集團總部成立防控領導小組，統籌部署疫情防控工作；華潤燃氣成立以黨委書記、總裁史寶峰為組長、部份管理團隊成員為組員的疫情防控領導小組，負責部署落實上級疫情防控要求，疫情監控統計與防控形勢研判，統籌協調應急物資，全面保障安全生產。

同時，領導小組下設工作小組，負責落實與跟進領導小組各項部署，並就物資協調支援、安全保供部署、應急預案建立、員工個體防護、輿論宣傳引導等疫情防控工作做出具體要求。8個大區84家區域公司所有成員企業均按照要求，制定了疫情防控應急預案或管理辦法，分別成立防控工作小組，統籌各自責任範圍內的疫情防控工作，積極支持抗疫前線，確保各類營業場所和辦公環境安全。

此外，疫情嚴重的華中大區還成立了抗擊疫情工作應急指揮部，設立了應急物資調配及接收小組、醫療衛生機構臨時保障小組、疫情宣傳小組等，與疫區政府、相關機構緊密溝通最新信息，在維持自身經營、確保安全穩定供氣的同時還協助地方政府做好疫情防控工作。華潤燃氣人團結一心、众志成城，與社會各界相互支持、共同抗疫。

Since the outbreak of COVID-19, CR Gas has rapidly responded to the national deployment of epidemic prevention and control, strictly implemented epidemic prevention and control requirements and carried out an anti-epidemic work according to the proposed "Three Guarantees and One Priority" work guidance principle. The Group Headquarters established a Control and Prevention Leadership Group, coordinating and deploying epidemic prevention and control work; CR Gas established an epidemic prevention and control leadership group led by Party Secretary and CEO Shi Baofeng and consisting of some members from the management team, responsible for deploying and implementing epidemic prevention and control requirements, laid down the epidemic monitoring and statistics, making judgments of epidemic prevention and control situation, and coordinating emergency supplies to ensure safe production.

At the same time, a working group was set up under the leadership group to implement and follow up the deployment requirements of the leadership group, and come up with specific requirements of epidemic prevention and control work such as supply coordination and support, safe and stable supply deployment, emergency response plans, employee personal protection, and promotion and guiding of public opinion. All member companies of 84 regional companies in eight regions have formulated epidemic prevention and control emergency response plans, management methods, and have established prevention and control working groups according to their specific requirements, coordinated the epidemic prevention and control in their respective responsibilities and actively supported the anti-epidemic front line. They have aimed to ensure the safety of major business premises and workplaces.

In addition, in Central China region seriously affected by COVID-19, the Company also established an emergency response headquarters to combat the epidemic, and set up emergency material deployment and reception teams, employment protection teams for medical and health institutions, epidemic publicity teams, etc. It also closely communicated the latest information with regional governments in affected areas and telephonic assistance to their work in epidemic prevention and control while maintaining its own operations and ensuring a safe and stable gas supply. The people of CR Gas have united as one, supported each other and fought against the epidemic together to protect all of life.

10.1 穩定推進復工復產

疫情發生後，為保障居民用氣不受影響和社會各界防疫工作的順利開展，集團上下多措並舉，組織推進復工復產。華潤燃氣於2月中旬順利完成所有企業復工復產。3月，集團召開重點工作部署會議，總結分析防疫復工工作，部署投資、氣源保障、商業計劃評審、黨建及人力資源考核訪談等年度工作重點，確保疫情後期穩步推進復工復產。

華潤集團王祥明董事長於4月2日在大亞灣華潤燃氣考察指導時，對華潤燃氣防疫復工工作給予肯定，並指出要做到防疫和生產兩手抓、兩不誤。

- **實行疫情防控日報機制，關愛員工健康**

自1月29日起，華潤燃氣實行疫情防控工作聯繫人與日報機制，每日統計各區域疫情防控工作情況。

- **建立防控應急物資協調機制保障疫情嚴重地區物資供應**

疫情發佈後，華潤燃氣建立了疫情防控應急物資協調機制，各區域公司積極調動所有力量採購和儲備應急物資，合理投放到各營業網點、加氣站等對外服務窗口，積極做好防範工作，確保疫情期間安全穩定供氣。

10.1 STEADY PROGRESS OF THE RESUMPTION OF WORK AND PRODUCTION

After the outbreak of the epidemic, in order to ensure that residents' gas consumption will not be affected and the epidemic prevention work from all walks of life will be carried out smoothly, the Group has taken many measures to promote the resumption of work and production. CR Gas successfully completed the resumption of all enterprises in mid-February. The Group held a key work deployment meeting in March to summarize and analyze the work of epidemic prevention and resumption, deployed annual work priorities such as investment, gas source guarantee, business plan review, party building and human resources assessment interviews, so as to ensure the steady progress of the resumption of work and production after the epidemic.

Mr. Wang Xiangming, Chairman of China Resources Gas Group, recognized the efforts concerning epidemic prevention and resumption of work during his visit to CR Gas at Daya Bay on 2nd April, and pointed out that the Group must carry out the anti-epidemic work and production at the same time hand in hand.

- **Implementing Anti-epidemic Daily Reporting Mechanism and Caring for the Health of Our Staff**

From 29th January, CR Gas has implemented the mechanism of linking contact person and daily report for anti-epidemic work to ensure check work in each region everyday.

- **Setting Up a Coordinative Mechanism for Anti-epidemic Emergency Supplies to Ensure the Supply in the Severely Hit Regions**

After the outbreak, CR Gas has set up a coordinative mechanism for anti-epidemic emergency supplies. Regional companies also actively mobilized all their efforts to procure and prepare for a stock of emergency supplies which will then be dispatched to external service points such as branches, outlets and gas filling stations in a reasonable manner, ensuring to do well in epidemic prevention work to ensure a safe and stable supply of gas during the epidemic.

• 多方籌措物資支援湖北成員公司

疫情發生初期，武漢區域公司作為疫情最為嚴重地區的成員企業，全國各地的華潤燃氣成員公司均積極響應，千方百計籌措醫療物資發往湖北。

• 保障燃氣安全穩定供應，踐行社會責任

1、 服務客戶24小時「不打烊」。在疫情最嚴峻的時刻，武漢水電氣等多家單位營業應停業，華潤燃氣5家營業廳全部正常營業；搶險維修人員24小時備勤，及時提供應急維修服務；熱線24小時暢通，及時回應用戶關切、受理工單。

2、 承諾欠費不停氣。履行央企責任，對於防控期間欠費的居民用戶暫緩實施停氣。

• 彰顯央企擔當，大力支持當地防疫工作

1、 援建雷神山醫院：克服重重困難，連續奮戰六天五夜，提前完成燃氣工程建設。

• Collecting supplies from multiple sources to support Hubei branch

At the early stage of the outbreak, Wuhan regional companies, as the most seriously affected member companies by the epidemic, received overwhelming support from CR Gas branches across the nation which managed all their ways to collect and send medical supplies to Hubei.

• Ensuring Safe and Stable Gas Supply with Fulfilment of Social Responsibilities

1. 24-hour continuous customer service. Despite the fact that a number of utility companies in Wuhan suspended their business during the most critical time amid the epidemic, five branches of CR Gas were all opened as usual; emergency maintenance workers kept on call 24 hours to provide immediate emergency maintenance services; and a 24-hour hotline was open to address customer concerns and handle requests in a timely manner.

2. No gas suspension in case of arrears. In fulfillment of the responsibilities of central enterprise, the Group held off gas suspension for residential users failing to pay gas fees during the epidemic prevention and control.

• Demonstrating the Responsibilities of Central Enterprise by Vigorously Supporting Local Anti-epidemic Works

1. Providing aid in construction of Leishenshan Hospital: The Group overcame numerous difficulties and completed the construction of gas project ahead of scheduled after construction had worked overtime and tirelessly.



- 2、保障方艙醫院：完成大花山、陽邏、文體中心3座方艙醫院的燃氣工程建設與供氣。
2. Ensuring the services of mobile cabin hospitals: the Group completed the construction of gas projects and supply of gas to three mobile cabin hospitals in Dahanshan, Yangluo and the Cultural and Sports Centre.
- 3、及時通氣「岐伯山」等醫院：保障鄭州「岐伯山」醫院等20餘家定點醫院平穩用氣。
3. Timely connection of gas to Qibo Shan Hospital and other hospitals: the Group ensured the smooth and stable use of gas at more than 20 designated hospitals including Qibo Shan Hospital in Zhengzhou.



▲ 武漢公司雷神突擊隊
Leishenshan Taskforce of Wuhan Company

• 全面做好員工防護

華潤燃氣制定《疫情防控管理辦法》，明確「3+1」防護標準，進出進行全面消毒，高危場所配置防護服；營業廳「開門不進門」，設置隔離帶，每90分鐘全面消毒一次。

• Ensuring Employee Protection Comprehensively

CR Gas has formulated the Administrative Measures for Epidemic Prevention and Control with clear provisions on 3+1 protection standards and equipped high-risk areas with protective clothing and equipment, and provision of protection facilities in high-risk areas. The business hall upheld the principle of open for business but not open for public and set up a queue line which goes for full disinfection every 90 minutes.

10.2 常態化疫情防控

為做好復工復產後的常態化疫情防控工作，集團要求各企業明確內部涉及歸國人員的生產辦公場所以及員工、員工家屬、相關方等的防控措施和標準；公司生產、辦公場所要持續做好相關防控措施，嚴格進出登記管理，減少外來人員流動；對於發現的無症狀感染者應按照防控要求進行上報和管理。此外，華潤燃氣重視員工健康安全，給員工配備足額合格的防疫用品，對購置口罩困難的員工家庭免費發放適量口罩等防疫物資，解決生活急用。

2020年，華潤燃氣防疫工作成效顯著，集團總體做到辦公場所感染0人、停氣事件0起、安全責任事故0起，並受到國資委、人民網、新華社等刊載華潤燃氣抗疫有關報道30餘次。



10.2 NORMALIZED EPIDEMIC PREVENTION AND CONTROL

In order to properly conduct the normalized epidemic prevention and control upon the resumption of work and production, the Group has required all enterprises to identify the internal production plants and offices involving personnel returning from abroad, as well as clarify the prevention and control measures and standards for employees, their families and external parties. The Company's production plants and offices shall continue to implement the epidemic prevention and control measures, strictly manage in and out registration, and reduce the flow of external personnel. As epidemic infection shall be reported and managed according to the prevention and control requirements. In addition, CR Gas has attached great importance to the health and safety of its employees, equipped them with sufficient and qualified anti-epidemic supplies, and distributed free anti-epidemic supplies such as masks to the families of employees. It has difficulties in purchasing masks, so as to solve their urgent needs.

The epidemic prevention of CR Gas has achieved remarkable results in 2020. In general, the Group has achieved zero office infection, zero gas suspension and zero safety responsibility accidents, and has been reported more than 30 times about its anti-epidemic efforts by SASAC, People's Daily Online, Xinhua News Agency, etc.



案例：武漢華潤燃氣防疫保供突出貢獻收獲在漢燃氣企業
唯一市級指揮部感謝信

**Case: An Exclusive Thank -you Letter from the Municipal
Headquarters in Wuhan for Outstanding Contributions of Wuhan
CR Gas in Epidemic Prevention and Ensuring Gas Supply**

2020年6月2日，武漢華潤燃氣收獲在漢燃氣業態中唯一市級防疫指揮部感謝信，對公司在疫情防控的關鍵時刻，為武漢人民抗疫保供做出的突出貢獻表示感謝。信中寫道：「正是武漢公司的毅然堅守，服務民生24小時『不打烊』，實現了燃氣供應安全、平穩、有序，未出現一起停氣事件，未發生一起安全事故，全力保障老百姓基本生活需求，圓滿地完成了管網運營、服務民生、工程建設三大任務。同時，為雷神山醫院按時投入使用提供了能源保障，用實際行動為大花山方艙醫院、陽邏方艙醫院硬核保供。」其中，「雷神突擊隊」隊長葉家煉同志榮獲中央企業抗擊新冠肺炎疫情先進個人稱號。

On 2nd June 2020, Wuhan CR Gas received an exclusive thank-you letter from the Municipal Headquarters in Wuhan for its outstanding contributions in epidemic prevention and ensuring gas supply for Wuhan people during the critical time of epidemic prevention. The letter highlighted the perseverance and steadfastness of Wuhan CR Gas in 24-hour continuous operation, which has achieved a safe, stable and orderly supply of gas, without any gas suspension and safety incidents. Wuhan CR Gas spared no effort to protect people's basic living needs and accomplished the major tasks of pipeline operation, livelihood services and project construction successfully. Meanwhile, Wuhan CR Gas also organized the emergency supply for Leishenshan Hospital on schedule, led operation and took practical actions to ensure a stable gas supply for mobile cabin hospitals in Dahashan and Yangli. In particular, Ye Jialian, team leader of Leishenshan Taskforce, was awarded the title of Advanced Individual of Central State-owned Enterprises in Fighting against COVID-19.



案例：大連疫情現反彈 上下一心渡難關

Case: Rebounding Epidemic Situation in Dalian, Overcoming Difficulties Hand in Hand

2020年7月22日，大連通報新增1例本土新冠確診病例。之後的14天內，大連市確診病例達到90多例，大連甘井子區大連灣、西崗區香爐礁兩個街道全面封閉。作為重要民生保供氣源的大連華潤燃氣有限公司前關製氣廠正處於大連灣街道高風險區域。為保障安全穩定供氣，在大連灣街道劃定為高風險地區並進行封閉管控後，公司防疫指揮部立即啟動了《疫情防控及生產保障應急預案》，並組建了65人的黨員先鋒隊全天候駐廠保供。當得知大連疫情爆發之後，武漢華潤燃氣有限公司第一時間籌備防疫物資支持大連公司，在抗擊疫情的關鍵時刻，幫助兄弟公司共渡難關，為大連公司疫情防控提供了強有力的支持。

Dalian reported a new local confirmed case on 22nd July, 2020. In the following 14 days, there were more than 90 confirmed cases in Dalian. Two sub-districts of Dalian (Dalian Sub-district in Ganjingzi District and Xianglujiào Sub-district in Xigang District) were completely closed. Qiang'an Gas Plant of Dalian CR Gas Co., Ltd., an important gas supply for people's daily lives, is located in the high-risk area of Dalian Sub-district. In order to ensure the safety and stability of gas supply, after the Dalian Sub-district was designated as a high-risk area and closed for control, the Company's epidemic prevention headquarters immediately launched the Emergency Plan for Epidemic Prevention and Control and Production Supply, and set up a party of 65 people on site for all-round supply guarantee. After learning of the outbreak of the epidemic in Dalian, Wuhan China Resources Gas Co., Ltd. immediately supported epidemic prevention materials to support Dalian Company. During the critical time of fighting against the epidemic, it aided our company in difficulties and provided strong support for epidemic prevention and control of Dalian Company.



11 可持續發展績效指標

Sustainability Performance Indicators

環境績效

ENVIRONMENTAL PERFORMANCE

指標	Index	單位 Unit	2020	2019	2018	2017
環保總投入	Total environmental investments	萬港元 HK\$'0,000	2,827.69	2,839.66	2,903.55	2,453.52
節能減排技術改造投入	Investments in technological upgrade for energy saving and emission reduction	萬港元 HK\$'0,000	2,722.42	2,729.56	2,745.47	2,320.89
環保培訓參與人次	Participants of environmental protection training	人次 Attendance	161,425	143,242	139,416	121,231
環保培訓總時長	Total hours of environmental protection training	小時 Hours	292,267	251,726	242,712	211,054
環保培訓總投入	Total investments in environmental protection training	萬港元 HK\$'0,000	131.84	110.10	111.95	94.63
召開視頻電話會議次數	Times of video conferencing	場次 Time	8,400	262	253	151
視頻會議設計會議室	Conference rooms for video conferencing	個次 Number	37,612	2,598	2,438	1,577
硫氧化物排放總量	Total sulfur dioxide emissions	千克 kg	92.43	96.59	115.23	
溫室氣體排放總量	Total greenhouse gas emissions	噸二氧化碳當量 tons CO ₂ e	202,226.577	243,086.402	252,784.778	
溫室氣體排放密度	Greenhouse gas emission density	噸二氧化碳當量 / 萬港元營業額 tons CO ₂ e / million HK\$'0,000	0.0362	0.0435	0.0494	
綜合能源消耗折標煤總量	Total comprehensive energy consumption (converted to standard coal)	萬噸標煤 '0,000 tons of standard coal	4.0116	4.6947	4.8368	4.8452
綜合能耗折標煤密度	Comprehensive energy consumption density (converted to standard coal)	萬噸標煤 / 億港元營業額 '0,000 tons of standard coal / million HK\$'00 million	0.0072	0.0084	0.0095	
萬港元營業收入綜合能耗 (可比價)	Comprehensive energy consumption per million HK\$'0,000 revenue (comparable)	噸標準煤 / 萬港元營業額 tons of standard coal / million HK\$'0,000	0.0052	0.0062	0.0070	0.0080
萬港元增加值綜合能耗 (可比價)	Comprehensive energy consumption per million HK\$'0,000 value added (comparable)	噸標準煤 / 萬港元營業額 tons of standard coal / million HK\$'0,000	0.0181	0.0230	0.0238	0.0248
柴油消耗量	Diesel consumption	噸 tons	816.520	987.530	1,200.034	
柴油消耗量密度	Diesel consumption density	噸 / 億港元營業額 tons / million HK\$'00 million	1.462	1.769	2.345	
汽油消耗量	Gasoline consumption	噸 tons	3,892.130	3,910.350	4,549.886	
汽油消耗量密度	Gasoline consumption density	噸 / 億港元營業額 tons / million HK\$'00 million	6.967	7.003	8.893	
天然氣消耗量	Natural gas consumption	萬標準立方米 '0,000 standard m ³	839.670	954.996	961.229	
天然氣消耗密度	Natural gas consumption density	萬標準立方米 / 億港元營業額 '0,000 standard m ³ / million HK\$'00 million	1.503	1.710	1.879	
外購電力消耗量	Electricity purchased consumption	萬千瓦時 '0,000 kWh	17,921.937	22,014.732	22,083.148	
外購電力消耗密度	Electricity purchased consumption density	萬千瓦時 / 億港元營業額 '0,000 kWh / million HK\$'00 million	32.081	39.428	43.160	
燃氣具包裝材料	Packaging materials of gas appliances	噸 tons	412.52	387.6	374.48	
新建項目執行環境和社會影響評估的比率	Ratio of accessing environmental and social impact of new projects	百分比 %	100	100	100	100

社會績效

指標	Index	單位 Unit	2020	2019	2018	2017
安全培訓投入	Safe training investment	萬港元 HK\$'0,000	2,194	2,246	2,032	1,552
安全培訓總時長	Total hours of safe training	小時 Hour	699,939	596,897	594,970	763,359
安全培訓參與人次	Participants of safe training	人次 Attendance	273,253	263,187	249,812	258,865
安全培訓覆蓋率	Coverage of safe training	百分比 %	100	100	100	100
安全應急演練次數	Number of safe emergency response drills conducted	次 Time	3,052	2,885	2,816	2,593
安全生產投入	Safe production investment	萬港元 HK\$'0,000	62,445	63,923	43,620	33,311
安全生產事故數	Number of safe production accidents	次 Time	0	0	0	0
員工傷亡人數	Employee casualties	人 Person	0	0	0	0
安全管理人員持證人數	Number of licensed safety management personnel	人 Person	2,321	2,685	2,978	2,485
註冊安全工程師人數	Number of registered safety engineers	人 Person	958	935	892	790
年度新增職業病和企業累計職業病	New occupational disease and accumulated occupational disease during the year	例 Case	0	0	0	0
體檢及健康檔案覆蓋率	Coverage for physical examination	百分比 %	100	100	100	100



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指標	Index	單位 Unit	2020	2019	2018	2017
20-30歲員工人數	Number of employees aged 20-30	人 Person	8,689	10,703	12,204	
31-40歲員工人數	Number of employees aged 31-40	人 Person	19,410	17,452	16,027	
41-50歲員工人數	Number of employees aged 41-50	人 Person	13,670	14,478	14,309	
> 50歲員工人數	Number of employees aged > 50	人 Person	6,436	5,937	5,491	
管理層員工人數	Number of management staff	人 Person	1,097	1,111	1,067	
中層員工人數	Number of middle-level staff	人 Person	2,969	3,137	3,181	
基層員工人數	Number of elementary staff	人 Person	44,139	44,322	43,783	
北方地區員工人數	Number of employees from Northern Area	人 Person	3,573	3,920	2,202	
中西地區員工人數	Number of employees from Middle Area	人 Person	7,688	8,565	8,579	
華北地區員工人數	Number of employees from North China	人 Person	8,767	8,739	7,716	
華中地區員工人數	Number of employees from Central China	人 Person	3,304	3,638	3,859	
華東地區員工人數	Number of employees from East China	人 Person	4,914	5,534	5,441	
東南地區員工人數	Number of employees from Southeast Area	人 Person	4,507	4,993	4,891	
西南地區員工人數	Number of employees from Southwest Area	人 Person	6,285	6,874	7,402	
華南地區員工人數	Number of employees from South China	人 Person	3,874	4,400	4,520	
其他地區員工人數	Number of employees from other areas	人 Person	5,293	1,907	3,421	
員工流失率	Employee turnover rate	百分比 %	5	5	6	
男性員工流失率	Male employee turnover rate	百分比 %	4	4	5	
女性員工流失率	Female employee turnover rate	百分比 %	6	6	7	
20-30歲員工流失率	Turnover rate of employees aged 20-30	百分比 %	6	7	8	
31-40歲員工流失率	Turnover rate of employees aged 31-40	百分比 %	3	3	3	
41-50歲員工流失率	Turnover rate of employees aged 41-50	百分比 %	2	2	3	
> 50歲員工流失率	Turnover rate of employees aged > 50	百分比 %	17	15	17	
管理層員工流失率	Turnover rate of management staff	百分比 %	4	4	2	
中層員工流失率	Turnover rate of middle-level staff	百分比 %	2	3	3	
基層員工流失率	Turnover rate of elementary staff	百分比 %	5	5	6	



CHINA RESOURCES GAS GROUP LIMITED • 華潤燃氣控股有限公司
Environmental, Social and Governance Report 2020 • 二零二零年環境社會及管治報告

指標	Index	單位 Unit	2020	2019	2018	2017
北方地區員工流失率	Turnover rate of employees from Northern areas	百分比 %	7	8	12	
中西地區員工流失率	Turnover rate of employees from Middle areas	百分比 %	4	4	6	
華北地區員工流失率	Turnover rate of employees from North China	百分比 %	3	2	2	
華中地區員工流失率	Turnover rate of employees from Central China	百分比 %	4	8	6	
華東地區員工流失率	Turnover rate of employees from East China	百分比 %	5	5	6	
東南地區員工流失率	Turnover rate of employees from Southeast areas	百分比 %	5	5	7	
西南地區員工流失率	Turnover rate of employees from Southwest areas	百分比 %	4	5	6	
華南地區員工流失率	Turnover rate of employees from South China	百分比 %	6	8	9	
其他地區員工流失率	Turnover rate of employees from other areas	百分比 %	9	6	4	
人均培訓投入	Training investment per person	港元 HK\$	1,398	2,100	2,076	2,322
培訓總時數	Total hours of training	小時 Hour	1,076,438	3,267,600	3,110,294	
人均培訓時長	Training hours per person	小時 Hour	38.2	77.8	64.8	87.0
員工培訓覆蓋率	Employee training coverage	百分比 %	58.7	100	100	100
管理層員工平均受訓時數	Training hours per management staff	小時 Hour	24.0	56.3	46.1	
中層員工平均受訓時數	Training hours per middle-level staff	小時 Hour	26.0	52.9	43.3	
基層員工平均受訓時數	Training hours per elementary staff	小時 Hour	113.0	68.4	66.8	
男性員工平均受訓時數	Training hours per male staff	小時 Hour	37.6	74.7	60.6	
女性員工平均受訓時數	Training hours per female staff	小時 Hour	39.2	80.9	72.9	
管理層員工受訓百分比	Percentage of management staff trained	百分比 %	56.0	100.0	82.3	
中層員工受訓百分比	Percentage of middle-level staff trained	百分比 %	60.0	100.0	80.2	
基層員工受訓百分比	Percentage of elementary staff trained	百分比 %	58.0	100.0	88.1	
男性員工受訓百分比	Percentage of male staff trained	百分比 %	58.0	100.0	83.8	
女性員工受訓百分比	Percentage of female staff trained	百分比 %	61.5	100.0	94.6	

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附錄：《環境、社會及管治報告指引》內容索引
Appendix: ESG Reporting Guide Content Index

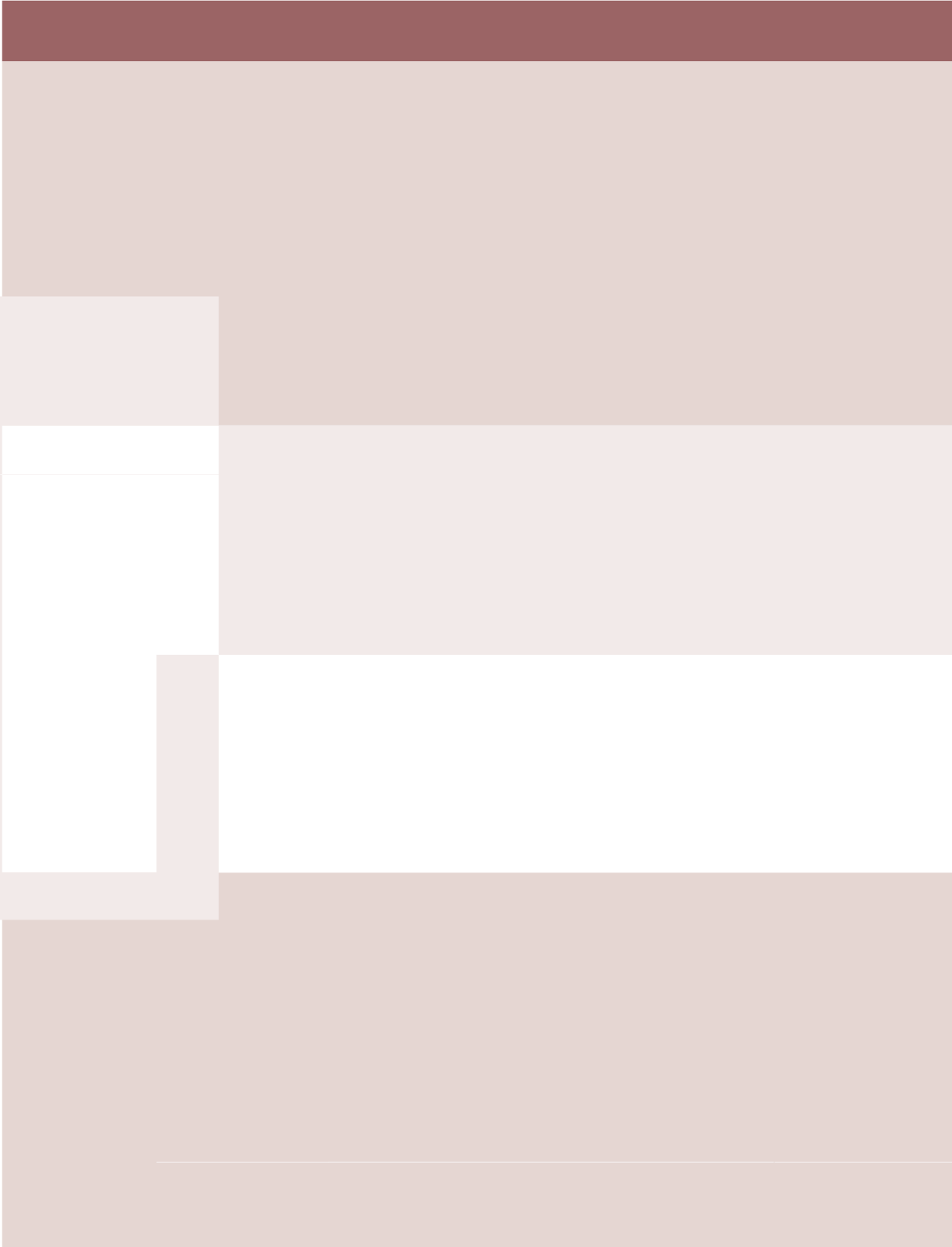
環境、社會及管治指標索引 Reference Table of ESG Indices		披露頁碼 Pages of Disclosure	
環境 Environmental			
A1 : 排放物 Emissions	一般披露 General Disclosure	有關廢氣及溫室氣體排放、向水及土地的排污、有害及無害廢棄物的產生等的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料 Information: (a) the policies; and (b) compliance with the applicable laws and regulations that have a significant impact on the emissions, discharge into air and land, and generation of hazardous and non-hazardous waste	P33-40, 44
	A1.1	排放物種類及相關排放數據 The types of emissions and specific emissions data	P47, 99
	A1.2	溫室氣體總排放量(以噸計算)及(如適用)密度(如以每產量單位、每項設施計算) Greenhouse gas emissions in total (in tons) and, where applicable, in density (e.g. per unit of production volume, per facility)	P47, 99
	A1.3	所產生有害廢棄物總量(以噸計算)及(如適用)密度(如以每產量單位、每項設施計算) Total hazardous waste produced (in tons) and, where applicable, in density (e.g. per unit of production volume, per facility)	P47, 99
	A1.4	所產生無害廢棄物總量(以噸計算)及(如適用)密度(如以每產量單位、每項設施計算) Total non-hazardous waste produced (in tons) and, where applicable, in density (e.g. per unit of production volume, per facility)	P47, 99
	A1.5	描述減低排放量的措施及所得成果 Description of measures to mitigate emissions and results achieved	P33-46
	A1.6	描述處理有害及無害廢棄物的方法、減低產生量的措施及所得成果 Description of how hazardous and non-hazardous waste is handled, reduced production and results achieved	P38-40

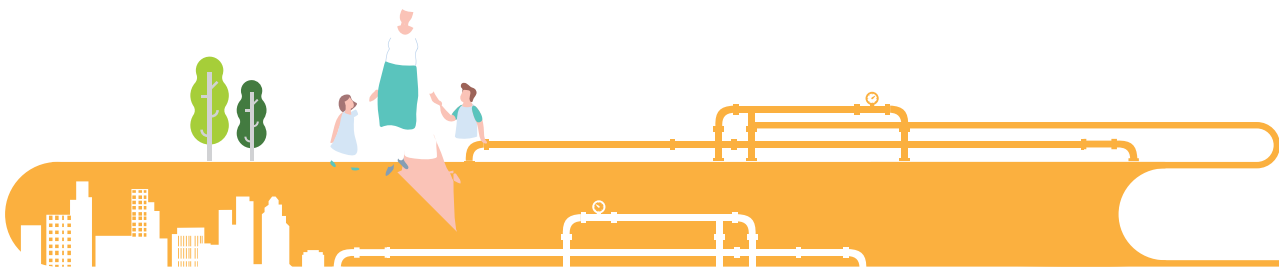


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環境、社會及管治指標索引 Reference Table of ESG Indices			披露頁碼 Pages of Disclosure
社會 Social			
B1 : 僱傭 Emplo ymen	一般披露 Gene al Disclosure	有關薪酬及解僱、招聘及晉升、工作時數、假期、平等機會、多元化、反歧視以及其他待遇及福利的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料 Info ma ion on: (a) he policie s; and (b) compliance with the relevant laws and regulations that have a significant impact on the issuing relating to compensation and dismissal, recruitment and promotion, working hours, periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare	P62-64
	B1.1	按性別、僱傭類型、年齡組別及地區劃分的僱員總數 To tal workforce by gender, employment type, age group and geographical region	P63, 100-101
	B1.2	按性別、年齡組別及地區劃分的僱員流失比率 Emplo yee turnover by gender, age group and geographical region	P63, 101-102
B2 : 健康與安全 Heal h and Safe	一般披露 Gene al Disclosure	有關提供安全工作環境及保障員工避免職業性危害的： (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 Info ma ion on: (a) he policie s; and (b) compliance with the relevant laws and regulations that have a significant impact on the issuing relating to providing a safe working environment and protecting employees from occupational hazards	P50-58
	B2.1	因工作關係而死亡的人數及比率 Nu mber and rate of work-related fatalities	P59, 100
	B2.2	因工傷損失工作日數 Lo ssa d due to work injury	P59, 100
	B2.3	描述所採納的職業健康與安全措施，以及相關執行及監察方法 De scription of occupational health and safety measures adopted, how they are implemented and monitored	P50-58
B3 : 發展及培訓 De velopmen and Training	一般披露 Gene al Disclosure	有關提升員工履行工作職責的知識及技能的政策。描述培訓活動 Info ma ion on policie s on imp oving emplo yee s' knowledge and skills for discharging duties and work. De scription of training activities	P65-67
	B3.1	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 The pe cen age of emplo yee s trained by gender and emplo yee category (e.g. senio management, middle management)	P68, 102
	B3.2	按性別及僱員類別劃分，每名僱員完成受訓的平均時數 The average training hours completed per emplo yee by gender and emplo yee category	P68, 102

環境、社會及管治指標索引 Reference Table of ESG Indices			披露頁碼 Pages of Disclosure
B4 : 勞工準則 Labour Standards	一般披露 General Disclosure	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 Information on: (a) the policies; and (b) compliance with the relevant laws and regulations that have a significant impact on the activities relating to employing child and forced labour	P62
	B4.1	描述檢討招聘慣例的措施以避免童工及強制勞工 Description of measures or policies implemented to avoid child and forced labour	P62
	B4.2	描述在發現違規情況時消除有關情況所採取的步驟 Description of steps taken to eliminate such malpractices when discovered	未出現使用童工及強制勞工的情況，不適用 No applicable because no cases of child and forced labour were reported
B5 : 供應鏈管理 Supply Chain Management	一般披露 General Disclosure	管理供應鏈的環境及社會風險政策 Policies on managing environmental and social risks of the supply chain	P78-80
	B5.1	按地區劃分的供應商數目 Number of suppliers by geographical region	P79
	B5.2	描述有關聘用供應商的慣例，向其執行有關慣例的供應商數目、以及有關慣例的執行及監察方法 Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, how they are implemented and monitored	P78-80
B6 : 產品責任 Product Responsibility	一般披露 General Disclosure	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 Information on: (a) the policies; and (b) compliance with the relevant laws and regulations that have a significant impact on the activities relating to health and safety, advertising, label and privacy matters relating to products and services provided and methods of redress	P72
	B6.1	已售或已運送產品總數中因安全與健康理由而須回收的百分比 Percentage of total products sold or shipped subject to recall for safety and health reasons	主營業務不適用 No applicable to the major business operations





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