



# 華潤燃氣控股有限公司 China Resources Gas Group Limited

(於百慕達註冊成立之有限公司)  
(Incorporated in Bermuda with limited liability)

股份代號 stock code : 1193



2017

環境、社會及管治報告

Environmental, Social and Governance Report



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## 主席寄語 Message from the Chairman



十年路漫漫，上下求索；十年歷風雨，春華秋實。2017年，是華潤燃氣成立的第十年，在長期發展過程中，華潤燃氣以發展為第一要務，堅持外延式擴張和內涵式增長齊頭並進，實現了國有資產保值增值和又好又快發展，在走向成為綜合實力「中國第一、世界一流」的燃氣企業之路上步履堅定。

Over the past decade, we mapped out our path against all odds. Despite various challenges on the road, our efforts have come to fruition. In 2017, CR Gas embraced its tenth anniversary. In the course of our development, we made the quest for development our top priority while pursuing external acquisitions and organic growth hand-in-hand. Through these efforts, CR Gas managed to achieve the goals of preserving and appreciating the value of state-owned assets, along with a sound and rapid development. We set to proceed firmly to become a gas enterprise which is “best in China, first class in the world” in terms of comprehensive strength.



作為中國最大的城市燃氣供應商，華潤燃氣始終將人民對美好生活的向往作為奮鬥目標，將保障用戶的安全穩定用氣作為本質職責和永恒追求。截至2017年底，華潤燃氣已先後在數十座大中城市投資設立238個燃氣項目公司，業務遍及全國25個省市自治區，燃氣年銷量達197.4億立方米，服務用戶逾3,041萬戶。公司位列香港恒生綜合指數成份股，連續5次入選「普氏能源資訊全球能源企業250強」，位列亞洲增長最快能源企業第3名，燃氣類企業第1名。

華潤燃氣還是生態文明建設的踐行者，秉持「致力於改善環境質量，提升生活品質」的企業使命，積極推行生態文明這一千年大計，踐行新發展理念，推廣綠色能源，守護碧水藍天。2017年，公司共投入節能資金1,854.9283萬元，減排資金156.1346萬元，其他環保投入資金115.9228萬元，助力綠色燃氣建設。華潤燃氣連續多年獲得「環保新能源企業大獎」。

As the leading urban gas supplier in China, CR Gas always strives to facilitate better lives for people, and takes supply of safe and stable gas consumption for all users as its essential responsibility and everlasting pursuit. As at the end of 2017, CR Gas had invested and established 238 gas project companies in dozens of medium and large cities with a business network covering 25 provinces, municipalities and autonomous regions in China. The Company's annual gas sales reached 19.74 billion cubic meters with more than 30.41 million users served. The Company is listed among the constituent stocks of the Hang Seng Composite Index in Hong Kong. We were also included in the "Platts Top 250 Global Energy Company Rankings" for the fifth consecutive year and was ranked third among the fastest-growing energy enterprises and first among gas enterprises in Asia.

CR Gas is also hands-on in the building up of an ecological civilization. Adhering to the corporate mission of "Committed to improving the environment quality and enhancing the quality of living", CR Gas actively developed an ecological civilization as a long-term commitment by putting new development concepts into practice and promoting green energy, in order to protect lucid waters and blue skies. In 2017, CR Gas invested RMB18,549,283 to save energy, RMB1,561,346 to reduce emission and RMB1,159,228 as other environmental protection investments, thus facilitating green construction in the gas supply infrastructures. CR Gas was awarded the "Green New Energy Enterprise" for several years in a row.



飲水思源，感恩回報。華潤燃氣始終秉持「包容信任，感恩回報」的企業信條，堅持客戶導向，努力為用戶提供專業、高效、親切的服務，華潤燃氣成員公司客戶滿意度評價連續多年名列當地公用事業單位第一；始終將員工視為企業最大的財富，關心、愛護每一位員工，2017年，華潤燃氣在南京成立實體學院，燃氣學院全年培訓總課時數達16.7萬小時，覆蓋學員2.3萬人；堅持誠信合規底線，依法保障股東權益，積極與利益相關方溝通，攜手夥伴，共贏發展；保障與改善民生，圍繞「扶貧助困、捐資助學、關愛特殊群體、志願服務」四大方向積極履行社會責任，以實際行動感恩回報社會，與更多人共享企業發展成果。

十年種綠樹，根植大地；十年磨利劍，銳意進取。一切偉大成就都是持續奮鬥的結果。華潤燃氣志行萬里，不忘初心，永葆激情，下個十年，我們再出發！

There is an old saying that “When we drink water, we should always be thankful to and give back to where it comes from”. Upholding its core belief of “being inclusive and trustworthy; showing gratitude and be thankful” as always, CR Gas adopts a customer-centric approach and strives to provide professional, efficient and thoughtful services for all users. All member companies of CR Gas were consistently ranked first among the local utilities in terms of customer satisfaction for several consecutive years. We always regard our employees as our most valuable assets and take the utmost care of every one of them. In 2017, CR Gas established a college in Nanjing which provided a total of 167,000 course hours over the year with 23,000 students admitted. Besides, we adhered closely to the bottom line of integrity and compliance, and safeguarding shareholders’ rights according to law. We also maintained active communication with stakeholders and worked together with all stakeholders to achieve win-win results. In order to protect and improve livelihood, and to fulfill its social responsibilities centering on four major directions of “poverty alleviation, education aid, caring for groups with special needs, volunteer service”, in order to give back to the society, with tangible actions and to share the fruits of its corporate development with more people.

It takes decades to grow a green tree with deep roots. Decades of time is also required to sharpen a sword, with determination to forge ahead. All great achievements are the results of prolonged efforts. CR Gas has a long way ahead, yet we will not forget our heart and passion. For decades and decades ahead, here we go.



## 走進華潤燃氣 About CR Gas

華潤燃氣成立於2007年1月，公司總部設在深圳，是華潤集團戰略業務單元之一。2008年10月底華潤燃氣在香港成功上市，成為華潤集團旗下燃氣板塊的上市平台，現已位列香港恒生綜合指數成份股。華潤燃氣是中國最大的城市燃氣運營商，主要在中國內地投資經營與大眾生活息息相關的城市燃氣業務，包括管道燃氣、車用燃氣及燃氣器具銷售等。

截至2017年底，華潤燃氣已先後在蘇州、成都、無錫、廈門、昆明、武漢、濟南、鄭州、重慶、福州、南京、南昌、天津、青島、大連等多座大中城市投資設立238個燃氣項目公司，業務遍及全國25個省市自治區，燃氣年銷量達197.4億立方米，服務用戶逾3,041萬戶。公司連續5次入選「普氏能源資訊全球能源企業250強」，位列亞洲增長最快能源企業第3名，燃氣類第1名；再度入選「港股100強」，排名由2016年的第75位上升至第47位。

Established in January 2007 and headquartered in Shenzhen, CR Gas is one of the strategic business units under China Resources Group. At the end of October 2008, CR Gas was successfully listed in Hong Kong and became a listed platform for as the gas segment of China Resources Group. CR Gas is now one of the constituent stocks of the Hong Kong Hang Seng Composite Index. As the top urban gas operator in China, CR Gas mainly invests in and operates urban gas business which is crucial to people's livelihood in Mainland China, including sales of pipeline gas, vehicle gas and gas appliances, etc.

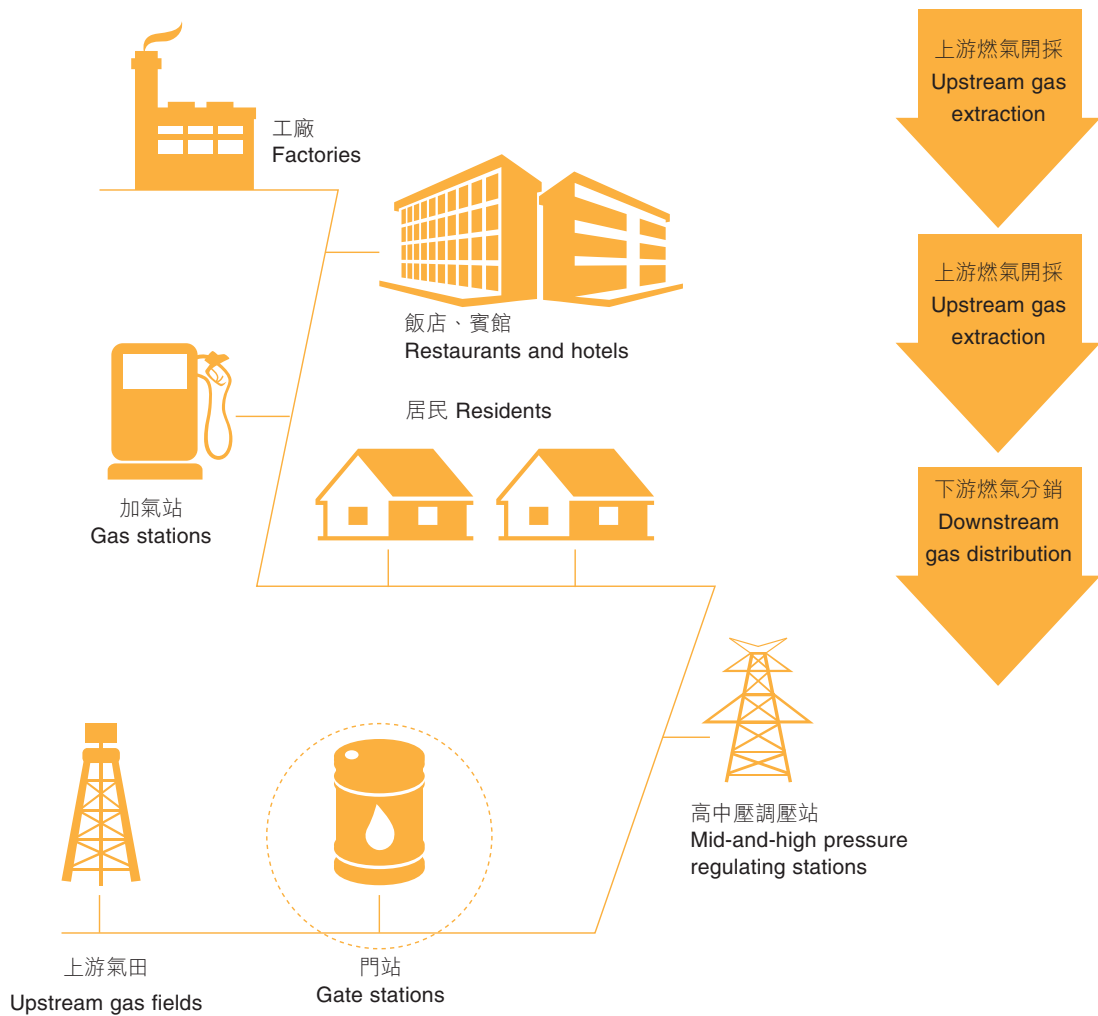
As at the end of 2017, CR Gas invested and established gas project 238 companies in a number of medium and large cities including Suzhou, Chengdu, Wuxi, Xiamen, Kunming, Wuhan, Jinan, Zhengzhou, Chongqing, Fuzhou, Nanjing, Nanchang, Tianjin, Qingdao and Dalian with a business network covering 25 provinces, municipalities and autonomous regions in China. The Company's annual total gas sales reached 19.74 billion cubic meters with more than 30.41 million users served. CR Gas was included in the "Platts Top 250 Global Energy Company Rankings" for the fifth consecutive year and was ranked third among fastest-growing energy companies in Asia and first among gas companies in Asia. The Company was also included in "Top 100 Hong Kong Listed Companies" again with the ranking jumped from 75th in 2016 to 47th.



華潤燃氣入選「普氏能源資訊全球能源企業250強」排名情況

RANKING OF CR GAS ON THE “PLATTS TOP 250 GLOBAL ENERGY COMPANY RANKINGS”

年份	Year	2013	2014	2015	2016	2017
排名	Ranking	232	218	181	140	134



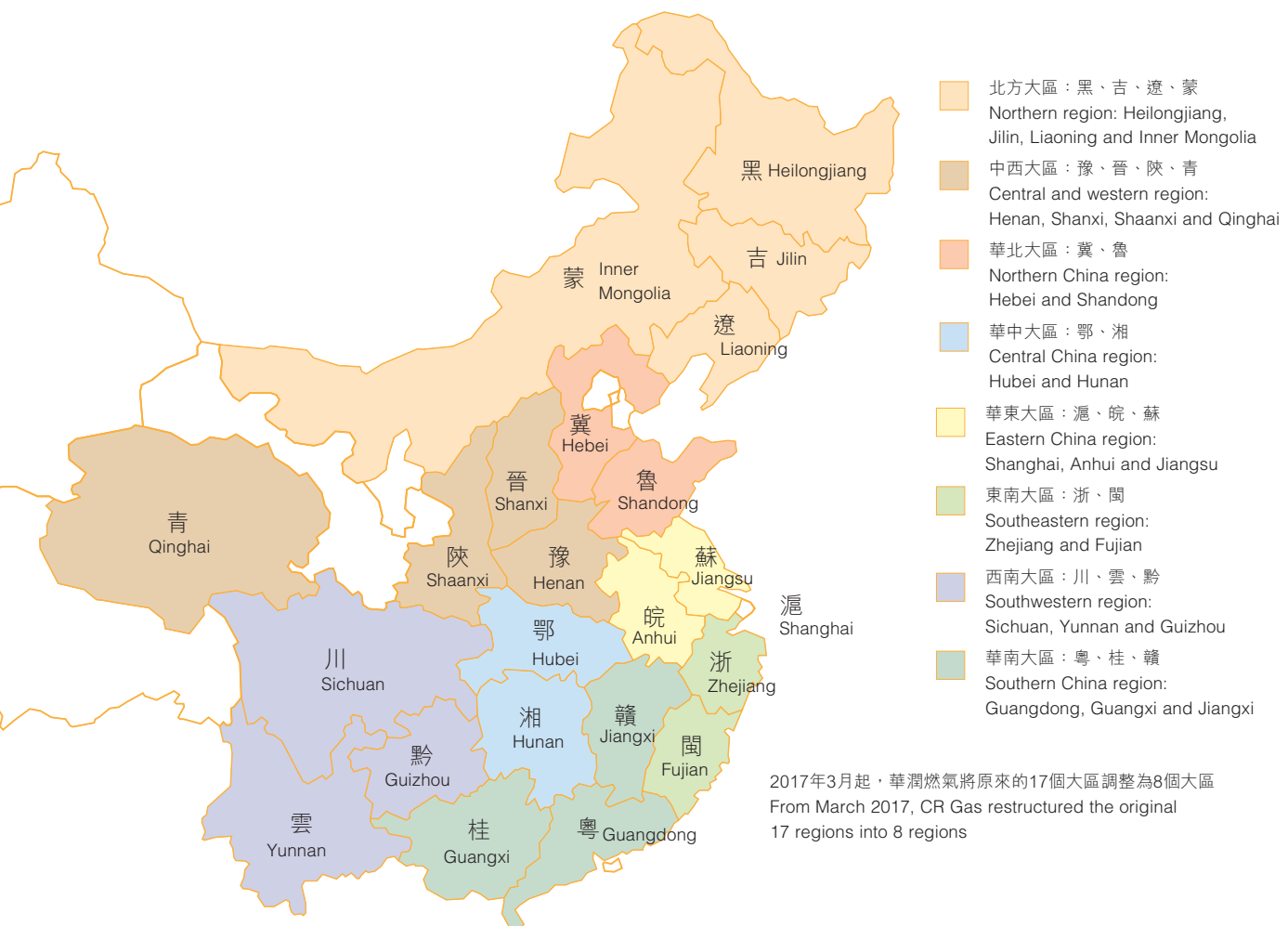
燃氣產業鏈示意圖  
Illustration of the gas industry chain



業務分佈

BUSINESS NETWORK

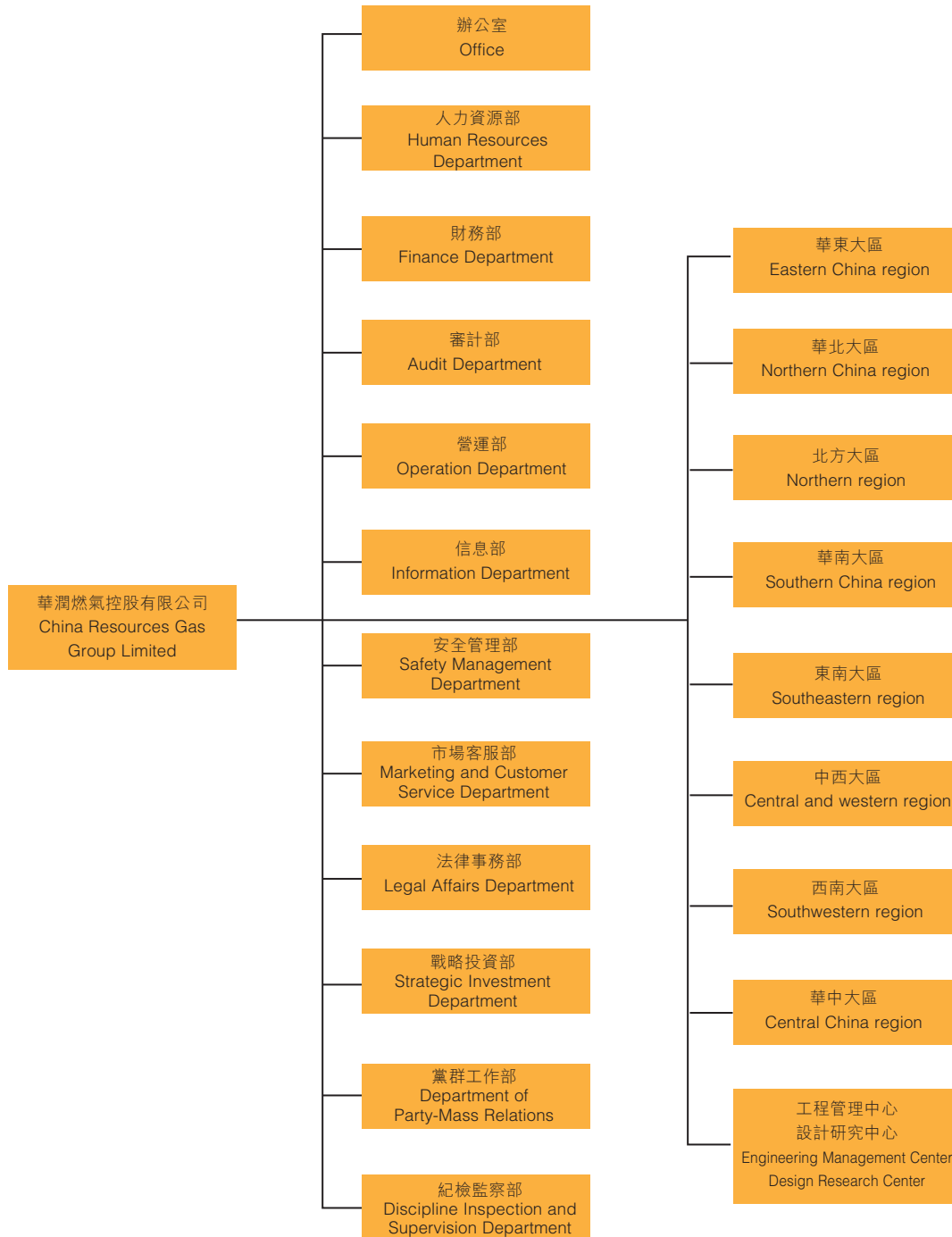
管道燃氣 Pipeline gas	截至2017年末，華潤燃氣共有管線10萬公里，涉及22個省及3個直轄市，220餘個城市。 As at the end of 2017, CR Gas had a pipeline network with a total length of 100,000 kilometers, covering 22 provinces, three municipalities and over 220 cities.
車用燃氣 Vehicle gas	截至2017年末，華潤燃氣已建成並投運349座站點，擁有運輸車輛321台。 As at the end of 2017, CR Gas completed the construction of 349 stations and put them into operation, and operates 321 transportation vehicles.
燃氣器具 Gas appliances	截至2017年末，華潤燃氣旗下燃氣具品牌「PERCEN百尊」，在全國25個省，近220個市縣開設銷售門店。 As at the end of 2017, CR Gas established specialty stores to carry its gas appliance product line branded "PERCEN 百尊" in 25 provinces and nearly 220 cities and counties in China.





組織架構

ORGANIZATIONAL STRUCTURE



## 持份者溝通

### Communication with Stakeholders

#### 主要持份者溝通方式

#### MAJOR WAYS OF COMMUNICATION WITH STAKEHOLDERS

華潤燃氣一直重視持份者<sup>1</sup>參與，積極透過日常營運和不同溝通渠道與持份者溝通，建立互信關係。本集團恆常地透過不同渠道與內部及外部關鍵持份者溝通。這不但為確保他們了解本集團的發展和營運方針，更讓本集團聽取他們的寶貴意見，審視本集團在可持續發展方面的潛在風險與商機，以便進一步識別不同議題的優先順序，以及制訂相應的政策和措施。

CR Gas always places importance on stakeholder<sup>1</sup> engagement, and actively communicates with stakeholders through day-to-day operation and various communication channels in order to establish a relationship of mutual trust. The Group constantly maintains interaction with its key internal and external stakeholders through different channels, which not only ensures that they understand the development and operational policies of the Group, but also allows the Group to listen to their valuable opinions. By reviewing the potential risks and opportunities for the sustainable development of the Group, the Group can further identify different issues in order of priority and formulate corresponding policies and measures.

關鍵持份者及溝通渠道 Key stakeholders and communication channels	
內部持份者 Internal stakeholders	外部持份者 External stakeholders
<ul style="list-style-type: none"> <li>• 董事會 the board of directors</li> <li>• 管理層 the management</li> <li>• 行政人員 executives</li> <li>• 一般員工 the general staff</li> </ul>	<ul style="list-style-type: none"> <li>• 股東 shareholders</li> <li>• 業務夥伴 business partners</li> <li>• 客戶 customers</li> <li>• 政府及監管機構 Government and regulatory bodies</li> <li>• 銀行及投資者 banks and investors</li> <li>• 社區團體 community groups</li> </ul>

主要溝通渠道包括郵件、電話、面談、會議及股東大會等。

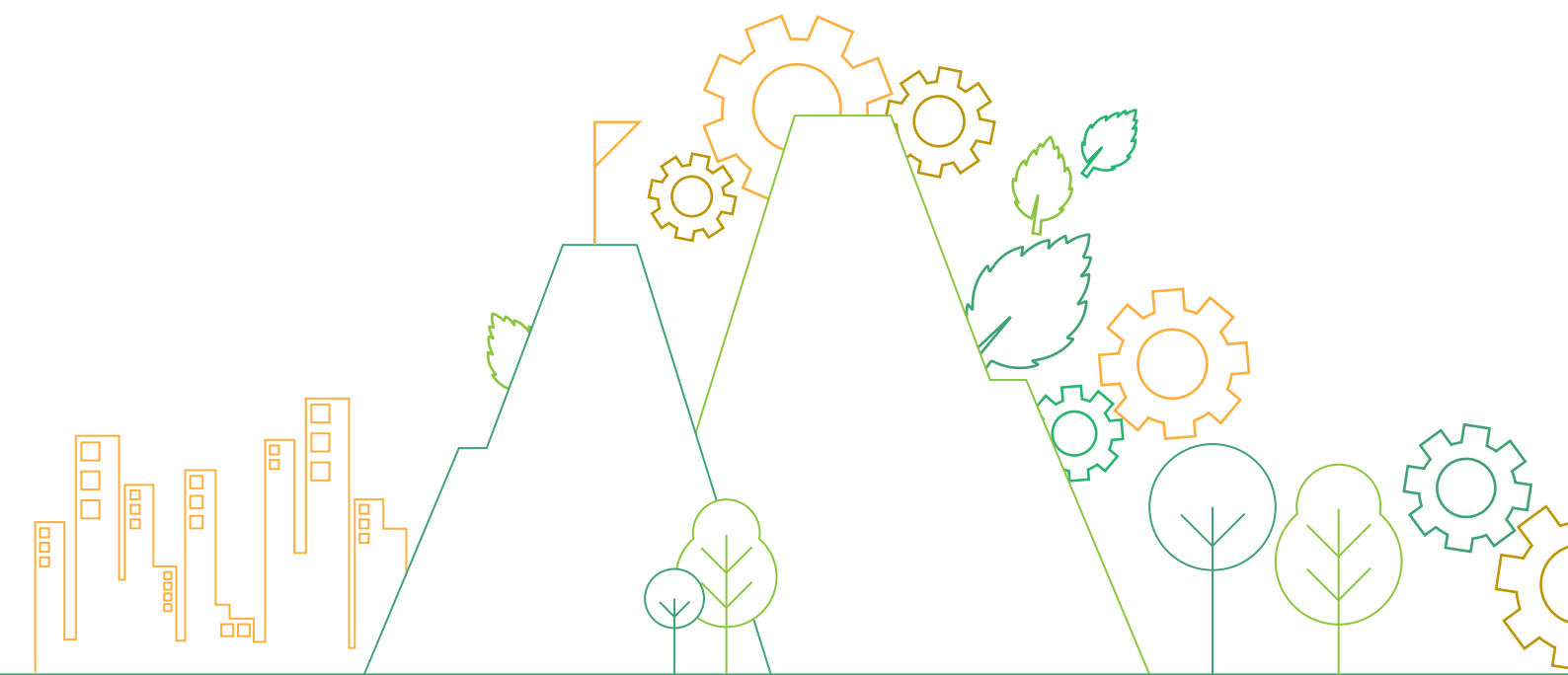
Major communication channels include, among others, emails, phone calls, interviews, meetings and general meetings.

<sup>1</sup> 「持份者」，又稱「利益相關方」或「權益人」，指對企業業務有重大影響，或會受業務影響的群體和個人，包括內部的董事會、管理層、行政員工和一般員工，以及外部的股東、業務夥伴、客戶、政府及監管機構、銀行及投資者和社區團體等。

“Stakeholders”, also known as “interested parties” or “interest holders”, refer to groups and individuals that have significant influence on the business of an enterprise or may be affected by the business, including, internally, the board of directors, the management, executives and the general staff, and, externally, shareholders, business partners, customers, government and regulatory bodies, banks and investors, community groups, etc.

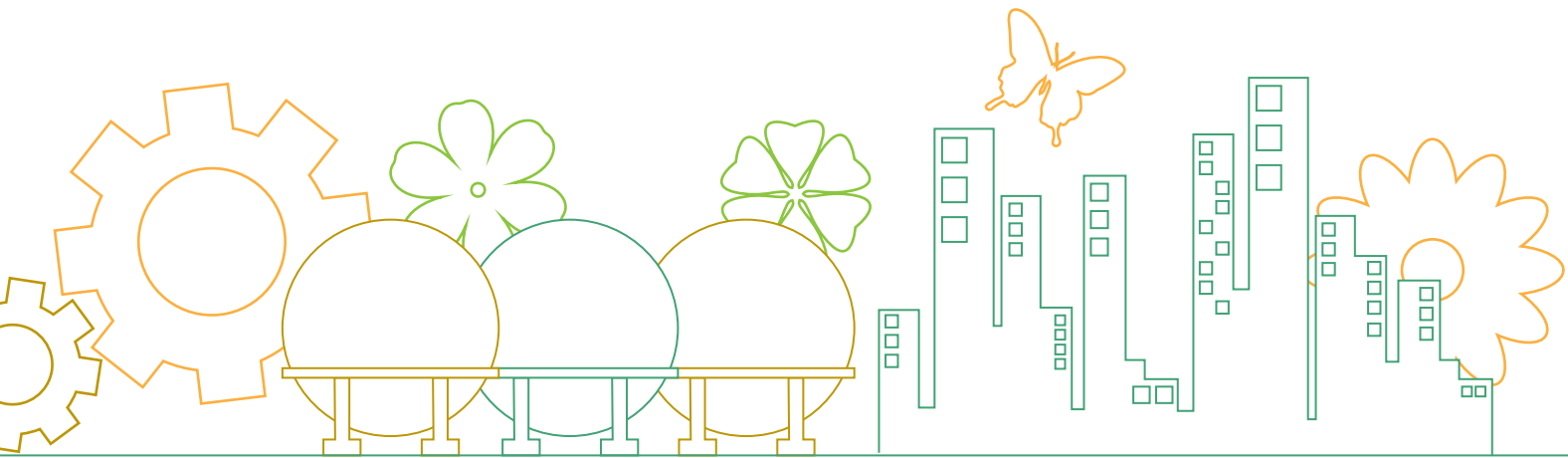


# 創新創業， 責任源於使命



創業之路，崎嶇而漫長，荊棘叢生，險阻無數；創業之路，跌倒又爬起，苦憂參半，悲喜並存。歷經春華秋實，斗轉星移，華潤燃氣始終薪火相傳，弦歌不輟，為實現讓千家萬戶用上安全、價廉、清潔的能源一路高歌猛進。

# Innovation and Entrepreneurship: Our Mission Decides our Responsibility



The entrepreneurial path is a rough and long road surrounded by thistles and thorns, often leading to bittersweet stories through bumps and hiccups. Since its inception, despite all odds, CR Gas has stood the test of time and moved along its challenging path through the continuous pursuit and passion of our pioneers and predecessors. Over the years, the Company stayed true to its core missions without hesitation and devoted its best efforts to realize the goal of guaranteeing the supply of safe, affordable and clean energy to millions of households.

## (一) 圖解十年，見證履行路

## Looking back to Our Path over the Last Decade

2017年	<ul style="list-style-type: none"> <li>召開<b>2017年</b>經理人年會暨成立十周年總結表彰大會 Convened the 2017 Management Annual Meeting and Tenth Anniversary Summary and Award Ceremony</li> <li>發佈《<b>2016年度</b>社會責任報告》，該報告榮獲「中國企業社會責任報告評級專家委員」五星級評價 Published the 2016 Social Responsibility Report which was awarded a five-star rating from "China Corporate Social Responsibility Report Rating Expert Committee"</li> <li>位列<b>2016年</b>普氏能源排行榜第<b>134</b>名 Ranked 134th in the 2016 Platts Energy Company Rankings</li> <li>華潤燃氣南京江寧研發中心正式啟用 China Resources Gas Nanjing Jiangning R&amp;D Center officially launched</li> </ul>
2016年	<ul style="list-style-type: none"> <li>發佈《<b>2015年度</b>社會責任報告》 Published the 2015 Social Responsibility Report</li> <li>首次入選「香港上市公司<b>100</b>強」 Listed among the "Top 100 Hong Kong Listed Companies" for the first time"</li> <li>榮膺國際催化師協會「催化影響力金獎」 Awarded the "Facility Impact Gold Award" by the International Association of Facilitators</li> <li>位列<b>2016年</b>普氏能源排行榜第<b>140</b>名 Ranked 140th in the 2016 Platts Energy Company Rankings</li> </ul>
2015年	<ul style="list-style-type: none"> <li>發佈《<b>2014年度</b>社會責任報告》 Published the 2014 Social Responsibility Report</li> <li>連續第三次入選普氏能源資訊全球能源企業<b>250</b>強 Ranked among the Platts Top 250 Global Energy Company Rankings for the third consecutive year</li> <li>榮獲<b>2014-2015</b>年度中國大陸企業香港股市排行榜「最績優企業大獎」和「環保新能源企業大獎」 Recognized as "Best Results Performance Company" and "Green New Energy Enterprise" in the 2014-2015 Mainland Enterprises Listed in HK Ranking</li> </ul>



2014年	<ul style="list-style-type: none"> <li>• 下屬三家成員公司榮獲「中央企業先進集體」稱號 Three member companies received the title of “Advanced Central Enterprise”</li> <li>• 發佈《2013年度社會責任報告》 Published the 2013 Social Responsibility Report</li> <li>• 榮獲2013-2014年度中國大陸企業香港股市排行榜「最績優企業大獎」和「環保新能源企業大獎」 Recognized as “Best Results Performance Company” and “Green New Energy Enterprise” in the 2013-2014 Mainland Enterprises Listed in HK Ranking</li> </ul>
2013年	<ul style="list-style-type: none"> <li>• 與國新能源簽署戰略合作協議 Entered into a strategic cooperation agreement with Guoxin Energy</li> <li>• 入選「普氏全球能源企業250強」 Included in the “Platts Top 250 Global Energy Company Rankings”</li> <li>• 榮獲「亞洲最快速增長能源企業獎」第三名 Ranked the third “Fastest Growing Energy Company in Asia”</li> </ul>
2012年	<ul style="list-style-type: none"> <li>• 獲選為FTSE中國及香港恒生綜合指數成分股 Included as a constituent stock on the FTSE China index and the Hang Seng Composite Index in Hong Kong</li> <li>• 發行10年期票據，集資7.5億美元 Issued 10-year notes to raise US\$750 million</li> <li>• 收購AEI China Gas Limited Acquired AEI China Gas Limited</li> <li>• 獲批與天津燃氣成立合營公司 Obtained approval to establish a joint venture with Tianjin Gas</li> </ul>
2011年	<ul style="list-style-type: none"> <li>• 建立十個區域中心 Established ten regional centers</li> <li>• 收購香港富茂 Acquired Flemming in Hong Kong</li> <li>• 確定「中國第一，世界一流」的奮鬥目標 Declared the goal of being “best in China, first class in the world”</li> <li>• 被授予「環保新能源企業大獎」 Was awarded the “Green New Energy Enterprise”</li> </ul>



<p>2010年</p>	<ul style="list-style-type: none"> <li>• 被甄選為恒生綜合指數系列成份股 Included as a constituent stock in the Hang Seng Composite Index Series</li> <li>• 向玉樹災區捐款近300萬元 Donated nearly RMB3 million to the disaster area in Yushu</li> <li>• 「PERCEN百尊」燃氣具品牌全國統一上市 Launched the gas appliance brand “PERCEN 百尊” simultaneously across the country</li> <li>• 向華潤集團收購9個燃氣項目 Acquired 9 gas projects from China Resources Group</li> </ul>
<p>2009年</p>	<ul style="list-style-type: none"> <li>• 被授予華潤集團2008年度「營業額增長獎」和「最佳持續增長獎」 Was granted “Turnover Growth Prize” and “Best Sustainable Growth Prize” from China Resources Group in 2008</li> <li>• 完成向華潤集團收購7個城市燃氣分銷業務 Acquired 7 city gas distribution businesses from China Resources Group</li> <li>• 以11.6億元人民幣增資成為重慶燃氣集團戰略投資者 Became a strategic investor of Chongqing Gas Group with a capital contribution of RMB1.16 billion</li> </ul>
<p>2008年</p>	<ul style="list-style-type: none"> <li>• 向四川地震災區捐款1000萬元 Donated RMB10 million to the earthquake region in Sichuan</li> <li>• 成功上市 Successfully listed</li> </ul>
<p>2007年</p>	<ul style="list-style-type: none"> <li>• 正式成立 Officially incorporated</li> </ul>



## (二) 數讀十年，見證履責果

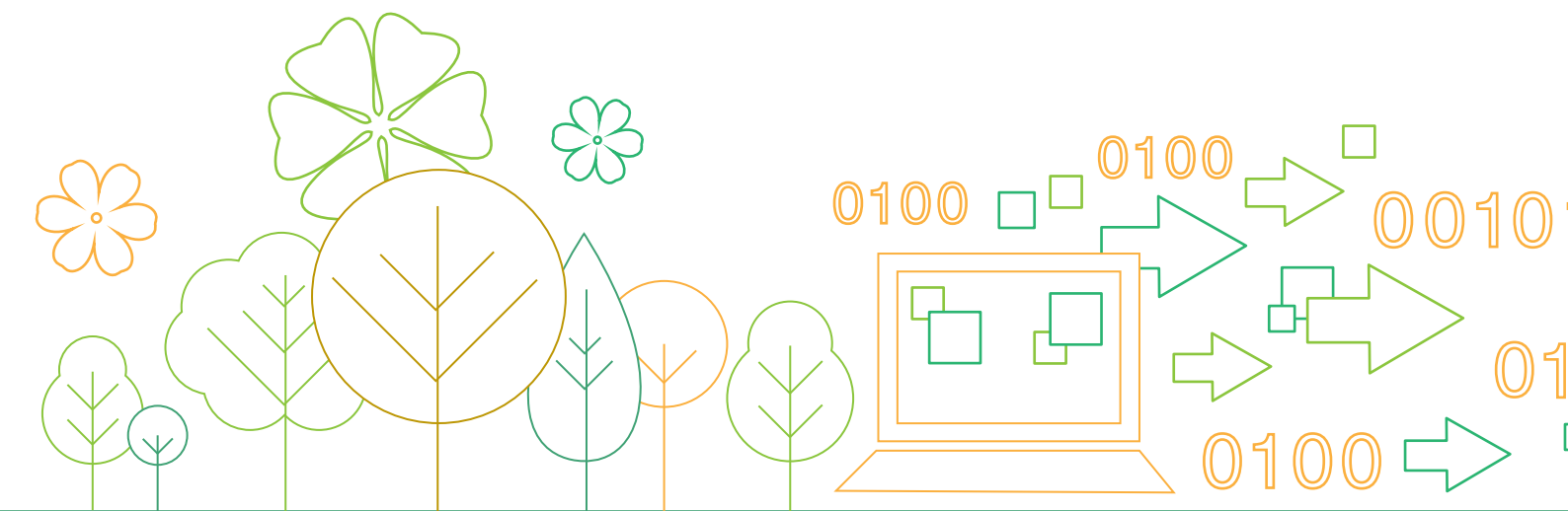
## Look back to Our Achievements over the Last Decade

指標 Indicator	單位 Unit	2007	2008	2009	2010	2011	2012
用戶數量 Number of end-users	萬戶 Ten thousand households	184	220	340	876	1,050	1,403
		2013	2014	2015	2016	2017	
		1,841	2,074	2,361	2,650	3,041	
銷氣量 Gas sales volume	億立方米 0.1 billion cubic meters	2007	2008	2009	2010	2011	2012
		12.6	13.7	22.1	55.8	72.2	92.7
		2013	2014	2015	2016	2017	
營業額 Turnover	億港元 HK\$0.1 billion	2007	2008	2009	2010	2011	2012
		15.4	21.4	37.5	83.3	135.1	195.9
		2013	2014	2015	2016	2017	
股東應佔淨利潤 Net profit attributable to shareholders	億港元 HK\$0.1 billion	2007	2008	2009	2010	2011	2012
		1.4	2.6	4.4	7.3	12.0	16.5
		2013	2014	2015	2016	2017	
		21.6	24.8	28.4	32.9	36.5	





# 智能環保， 共創美好生活



# Smart Environmental Protection: Creating a Better Life Together



## (一) 智慧管網，守住「沒有圍牆的工廠」

### Smart Pipeline Networks to Safeguard “the Factory without Walls”

城市燃氣企業是「沒有圍牆的工廠」，管網遍布城市的每一個角落，保障用戶的安全穩定用氣是華潤燃氣的職責所在和永恒追求。隨着業務範圍不斷增長以及客戶對服務時效和質量要求不斷提升，華潤燃氣積極邁出技術創新和管理革新的步伐，促進各類資源最大化配置。2017年，華潤燃氣自主創新和科技投入達1億元。

With dense networks of pipeline routing gas throughout every corner of a city, an urban gas enterprise is practically “a factory without walls”. It is always the goal and the core mission of CR Gas to guarantee a safe and stable gas distribution to all end users. In view of expanding operation and growing customers' demand on service efficiencies and service qualities, CR Gas is proactively revamping its technological base and fine-tuning its overall management. In 2017, CR Gas invested RMB100 million in proprietary innovation and technology.

#### 1. 創新管理

「十三五」規劃綱要中指出，積極構建智慧能源系統，加快推進能源全領域、全環節智慧化發展，提高可持續自適應能力。為了有效推進落實技術創新和智慧燃氣建設工作，華潤燃氣不斷加強創新組織建設，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，推動成員企業創新工作開展，審議創新課題立項以及創新項目進展；建立專家團隊，提供技術支持，助力創新工作開展；設立創新專項基金，支持創新項目開展；發佈創新工作管理辦法，鼓勵和推動創新；定期召開集團創新工作會和智慧燃氣工作會，匯報創新工作進展，分享創新經驗；成立來自不同領域的20人專家團隊，對重點項目提供技術支持，對項目關鍵節點進行評審；積極開展關於智慧燃氣的研究，圍繞業務難題為燃氣智能化建設和發展獻計獻策；提出並升級「雲管理」，加強信息系統之間的互聯和共享，提升智慧燃氣建設管理效率。

#### 1. INNOVATIVE MANAGEMENT

The Outline of the 13th Five-Year Plan specifies the construction of a smart energy system as one of the key goals, therefore it is imperative to facilitate a well-rounded development of smart energy and to enhance adaptability in a sustainable way. In order to effectively implement technological innovations and to facilitate the development of smart gas, CR Gas has been strengthening and innovating its corporate organization. In 2017, we set up a lead task force on innovation overseeing innovative advances throughout the whole Group. Major duties of the task force include facilitating innovation work at the member companies' level, as well as considering and approving innovative tasks and to monitor progress of all innovative projects underway. In a bit to facilitate innovations, we set up an expert panel to provide relevant technical input, and a special fund on innovation to support innovative projects. We issued administrative measures on innovation work to encourage and promote innovation. To support and to share on experience in innovation, regular meetings were convened on innovation work and on the building of smart gas work meetings at the group level. A technical team comprising 20 experts from different fields is also in place to provide necessary technical support for key projects and to review all key project segments. Furthermore, we also undertook research on smart gas to devise plans and strategies for its construction and development facing business challenges. To improve connection and data exchange between key information systems, we leverage “cloud management” to enhance efficiency in smart gas construction and management.





王傳棟主席蒞臨鄭州華潤燃氣調研指導智慧燃氣建設工作  
Wang Chuandong, the Chairman, visited Zhengzhou CR Gas to look into and advise on smart gas construction



無錫華潤燃氣指揮中心現場  
Wuxi CR Gas Command Center

### 案例：智慧燃氣工作坊

#### Case: Smart gas workshop

2017年，華潤燃氣啟動智慧燃氣工作坊工作。智慧燃氣工作坊致力於打造促進業務融合、創新研究的平台，強調產教結合、學以致用，針對不同層級和專業領域，舉辦「G（高級）、D（中級）、T（專業）」序列學習研究活動。智慧燃氣工作坊G序列第一期活動吸引來自全國各大區多家成員企業高管參與，通過多天的學習和討論，圍繞燃氣當前業務難題，結合行動學習等方法論，形成並發佈多項成果，為燃氣智能化建設和發展獻計獻策。

In 2017, CR Gas launched a workshop on smart gas to build up a platform for business integration and innovation research. The Workshop encouraged the integration of industry and education, and putting the results from learning into practical use. A series of "G (high grade), D (middle grade) and T (professional)" programmes were organised on this basis targeting staff at different levels and in different professional capacities. The first phase of the smart gas workshop at the G Grade was attended by senior management staff from the member companies in various regions across the country. Through several days of concentrated learnings and discussions on contemporary challenges faced by modern gas supply businesses along with hands-on approaches such as action learnings, new solutions were concluded to provide valuable input to the development of smart gas in the long run.

## 2. 智慧燃氣

華潤燃氣大力推動創新發展，投入7,500萬元，配備約290名內外部研究人員在鄭州、無錫、成都三家公司開展智慧燃氣試點建設，通過全面構建智慧建設、智慧運營、智慧服務三大板塊，打造智慧燃氣平台，全面提升華潤燃氣的數字化實力，助力智慧燃氣建設。目前華潤燃氣已在遠傳表、SCADA、智能井蓋等領域試點成功，同時探索NFC／二維碼、三維可視化、商業綜合體檔案管理等創新應用。

## 2. SMART GAS

In order to promote innovation development, CR Gas invested RMB750 million and assigned 290 internal and external research personnel in three companies located at Zhengzhou, Wuxi and Chengdu respectively to commence smart gas pilot projects so as to establish a smart gas platform by fully compiling three major segments, namely smart construction, smart operation and smart service, to enhance the comprehensive IT strength of CR Gas and facilitate smart gas construction. Recently, CR Gas had achieved success in pilot projects in relation to remote transmitting meters, SCADA, smart manhole covers and other aspects while exploring innovative applications such as NFC/QR code, 3D visualization and commercial comprehensive file management.



• **智慧平台：**依託集團標準通用開發平台，搭建燃氣自主核心技術平台，推進業務中台建設，把原本分散在各個應用系統中可共享的業務邏輯和核心數據沉澱在中台，融合打通各系統流程和數據，提升穩定安全用氣和靈活便捷客戶服務的保障能力。

• **數據治理：**組建數據治理專項工作小組，開展數據治理工作，解決公司內部管理指標數據不準確、口徑不統一、數據溯源困難等問題，以鄭州華潤燃氣為試點，選擇公司核心客戶服務數據進行分析診斷，共盤點數據3,470萬條，初步形成5項數據標準，形成數據治理方法體系。

• **智慧建設：**全面升級SCADA系統（數據採集和監控系統），實現對場站及用戶端運行參數的實時監測及對閥門的遠程啟閉，構建燃氣管網的「神經網絡」；積極融入GIS系統（地理信息系統），實現對地下管線信息的全方位、快速化查詢，全面掌握官網信息，打造燃氣設施的「透視鏡」。

• **智慧運營：**打造城市燃氣智能化輸配，基於SCADA系統，通過技術研發，實現調度中心對調壓站點的遠程智能調控，保障管網系統運行平穩；積極應用物聯網技術，採購智能燃氣表具120萬塊，全面開展基於物聯網技術的遠傳抄表應用，及時消除安全隱患；利用智能機器人，實現高壓管網的深化體檢，全面掌握地下管網運行狀況；開展NB-IoT/eMTC雙模芯片技術研究工作，適時進行液化氣鋼瓶定位管理試點；開展NB-IoT CNG長管拖車壓力監控測試，對長管拖車實施全過程壓力監控；開展基於管道完整性管理的數據採集，通過採用BIM等三維設計手段，在滿足安全、遙測、遙控、遙調等需求的前提下，通過優化工藝設計，節省土地佔用，降低噪音，節省建設資金。

• **Smart platform:** We constructed a gas platform utilizing proprietary core technologies on the basis of the standard common development platform of the Group and pushed forward the establishment of middle office to centralize the shareable business logics and core data originally dispersed in various application system in the middle office and integrate the system processes and data so as to enhance the capability to provide stable and safe gas consumption and flexible and convenient customer service.

• **Data management:** We set up a dedicated working team for data management to work on data management and solve the problems such as inaccurate internal management indicators, inconsistent basis and difficult data tracking. Taking Zhengzhou CR Gas as an experimental unit, we chose to conduct analysis and diagnosis on the core customer service data of the Company. After checking a total of 34.70 million entries of data, we preliminarily formulated 5 criteria on data and formed a system for data management.

• **Smart construction:** We fully upgraded the SCADA system (supervisory control and data acquisition system) to achieve the real-time supervision on the operation parameters of stations and user terminals as well as remote opening and closing of valves so as to construct the “neural network” of gas pipeline networks. By incorporating the GIS system (geographic information system), we achieved the comprehensive and quick search of underground pipeline information and kept abreast of the official pipeline information to make a “photoscope” for gas facilities.

• **Smart operation:** For smart city gas transmission and distribution, we achieved the smart remote adjustment and control of the dispatch center on dispatch stations through technological research and development based on the SCADA system to ensure the smooth operation of pipeline networks. In view of the active application of Internet of Things (IoT) technology, we purchased 1.2 million pieces of smart gas meters and appliances to fully commence the application of remote meter reading on the basis of IoT technology and eliminate hidden hazards in a timely manner. Making use of the smart robots, we conducted the in-depth examination on high-pressure pipeline networks to keep abreast of the status of underground pipeline network. We started the research on NB-IoT/eMTC dual-mode chip technology and timely conducted trial run on liquefied gas cylinder location management. We conducted the NB-IoT CNG tube trailer pressure monitoring test to monitor the pressure of tube trailers in the whole process. We collected data based on the complete pipeline management. Also, by adopting 3D designing approaches such as BIM and optimizing technical design, we reduced the land occupancy, noise and funds for construction while meeting requirements including safety, remote measurement, remote control and remote adjustment.



### 案例：襄陽市首個NB-IoT智慧燃氣小區

#### Case: The first NB-IoT smart gas community in Xiangyang

襄陽市樊城區釘絲廠家屬院是城區老舊小區，樓間距小、住戶多、密度大。襄陽華潤燃氣和中國電信襄陽分公司於2018年4月在釘絲廠家屬院合作建設襄陽市首個NB-IoT（窄帶物聯網）智慧燃氣小區，家屬院123戶家庭開戶入網。NB-IoT網絡海量連接、深度覆蓋及信號穿透力強的特徵與小區地理環境和居住環境相符合，實現遠程抄表率100%；通過智慧燃氣平台可實現在線監測、安全防範、統計報表、收費、網上充值、階梯氣價、用期預測、大數據分析等功能，使得燃氣使用更安全，用量管理更便捷直觀。

Having narrow building spacing and being densely populated, the residential area for workers in the nail and screw plant in Fancheng District, Xiangyang is an old neighborhood in the city. In April 2018, Xiangyang CR Gas cooperated with the Xiangyang branch company of China Telecom to establish the first neighborhood with NB-IoT (Narrowband Internet of Things) smart gas distribution for workers' residential area in Xiangyang. 123 families in the area registered for the service. The features of NB-IoT network, such as massive connection, thorough coverage and strong signal penetration, matched the geographical and living environment of the community, achieving a remote meter reading rate of 100%. Making use of the smart gas platform, we can achieve online monitoring, safety protection, statistical statements, charging, online recharging, ladder gas price, period forecast, big data analysis and other functions for safer use of gas and more convenient and direct usage management.

• **智慧服務：**不斷優化客戶服務軟硬件設施，打造「網上營業廳、呼叫中心、微信公眾號、燃氣通APP、微信、支付寶等互聯網+實體網點」的多路徑服務渠道，讓客戶享有多元便捷服務；為方便居民IC卡表用戶購氣繳費，在武漢華潤燃氣進行IC卡圈存業務試點，進展效果良好，極大方便客戶充值購氣。

• **Smart service:** We kept enhancing the hardware and software facilities of customer service and opening up multiple service channels comprising "online business hall, call center, WeChat Official Account, Ranqitong (燃氣通) APP, WeChat, Alipay and other Internet + physical outlets", enabling the customers to enjoy diversified and convenient services. In order to facilitate the gas payment of IC card gas meter residential users, we conducted a trial run on IC card recharging business in Wuhan CR Gas, which achieved good results and provided great convenience for recharging when customers purchase gas.

網上營業廳 Online business hall	提供多類業務在線受理、查詢和繳費服務，如網上報數、預約點火、改管、維修，查詢用氣歷史記錄、繳費情況、用戶資料，賬單打印，電子賬單訂制等。 Provide online acceptance, enquiry and payment services for various business, such as online meter reporting, appointment for ignition, pipeline modification and repairing, enquiry about gas usage historical records, payment status and user information, bill printing, electronic bills customization, etc.
呼叫中心 Call center	實行呼叫自助與人工相結合，服務範圍包括預約點火、維修、改管等上門服務；受理客戶戶內燃氣設施或市政燃氣管線燃氣洩漏報警、客戶投訴；氣費查詢、報燃氣表數、查詢停氣通知等。 Integrate self-service and manual calling with scope of services including appointment for door-to-door service such as ignition, repairing and pipeline modification, acceptance of reporting about gas leakage of household gas facilities or municipal gas pipelines of customers and customer complaints, enquiry about gas fees, gas meter reporting, enquiry about the stop the supply of gas, etc.
掌上營業廳 Mobile business hall	微信公眾號、燃氣通APP、支付寶、微信生活繳費等提供在線繳費、查詢氣費帳單、氣價和營業網點，自主上報燃氣讀數，預約辦理燃氣服務等。 WeChat Official Account, Ranqitong (燃氣通) APP, Alipay, WeChat Utility Payment and others provide services such as online payment, enquiry about gas bills, gas price and business outlets, voluntary gas meter reporting, appointment of gas services, etc.



## (二) 低碳管理，讓地球不再「低嘆」

### Low Carbon Management to Relieve Earth's Burden

綠色能源是環境保護和良好生態系統的代名詞，十九大報告中提出：「推進能源生產和消費革命，構建清潔低碳、安全高效的能源體系」。華潤燃氣積極響應國家號召，追求低碳環保，實踐節能減排，推廣綠色能源，呵護碧水藍天。2017年，共投入節能資金1,854.9283萬元，減排資金156.1346萬元，其他環保投入資金115.9228萬元。連續多年在《亞洲周刊》評選的「中國大陸企業香港股市排行榜」中獲「環保新能源企業大獎」。

華潤燃氣已制定《環境、社會及管治政策》，內容涵蓋排放物管理、資源使用和環境及天然資源。

Green energy stands for environmental protection and sound ecological system. The report of the 19th CPC National Congress proposed that: "We will promote a revolution in energy production and consumption, and build an energy sector that is clean, low-carbon, safe, and efficient." As a response to the national call, CR Gas pursues low carbon and environmental protection, puts energy saving and emission reduction in practice and promotes green energy in order to protect lucid waters and blue skies. In 2017, we invested a total of RMB18,549,283 in energy saving, RMB1,561,346 in emission reduction and RMB1,159,228 in other environmental protection efforts. The Company was conferred the title of "Green New Energy Enterprise" in the "Mainland Enterprises Listed in HK Ranking" of Yazhou Zhoukan for several consecutive years.

CR Gas has formulated the Environmental, Social and Governance Policy, which covers emission management, use of resources and the environment and natural resources.

#### 1. 綠色管理

華潤燃氣秉持「致力於改善環境質量，提升生活品質」的企業使命，貫徹《華潤燃氣環保理念》，積極構建EHS管理組織和制度體系，全面落實環保管理工作。建立節能減排管理體系，將年度節能減排控制目標分解至各成員公司，強化過程監控，定期對節能減排重點監控企業目標完成情況進行跟蹤，發現問題及時跟進，2017年，公司萬元營業收入綜合能耗（可比價）較上年同期降低16.36%，萬元增加值綜合能耗（可比價）較上年同期降低6.84%；編寫碳資產盤查方案，組織各企業按照碳資產盤查方法，對溫室氣體進行全面盤查，建立各企業碳資產基礎信息庫；響應《關於落實國資委要求加強京津冀及周邊地區大氣污染防治工作的通知》，編寫《京津冀及周邊地區「2+26」城市大氣污染防治工作排查表》；構建突發環境事件應急預案體系，明確應急組織機構及職責，完善環境檢測預警制度；新建燃氣項目100%開展環境和社會影響評估，對已建成設施，及時聽取居民反饋並作出改進；積極開展節能減排宣傳周和全國低碳日活動，組織員工進行環保培訓，宣傳推廣節能減排的環保理念；積極參與能源相關論壇，交流環保理念及先進實踐。

#### 1. GREEN MANAGEMENT

Living out its corporate mission of "Committed to improving the environment quality and enhancing the quality of living" and to implement the CR Gas Environmental Protection Philosophy, CR Gas takes an active role in establishing the EHS management organization and institutional system and fully implements environmental protection management. By establishing an energy saving and an emission reduction system, we delegated the annual energy saving and emission reduction target to each member company and strengthened workflow monitoring to keep track of the target completion status of the enterprises under intensive monitoring for energy saving and for emission reduction, and identify and follow up on any major flaw discovered in a timely manner. In 2017, the comprehensive energy consumption per revenue amounted to RMB10,000 (comparable price), representing a reduction of 16.36% over the previous corresponding period, and the comprehensive energy consumption per added value was at RMB10,000 (comparable price), which seen a reduction by 6.84% over the previous corresponding period. We compiled the carbon assets inventory plan and arranged for the companies to fully look into the greenhouse gases produced by them according to the carbon assets inventory method so as to establish a basic database for the carbon assets of these companies. In response to the Notice in Relation to Implementing SASAC's Requirements on Strengthening Air Pollution in Jingjinji and its Peripheral Region, we developed a Checklist for Prevention of Air Pollution in Jingjinji and its Peripheral Region "2+26" Cities. In addition, we launched an environmental emergency response system to specify the responsible emergency units and their duties to enhance the environmental detection and early warning system. We fully conducted environmental and social impact assessment for the new gas projects while listening to the feedback from residents and making improvements accordingly for the completed facilities. We actively promoted activities for the Energy Saving and Emission Reduction Publicity Week and the National Low Carbon Day, and organized employees to attend environmental protection training, and promoted environmental protection concepts for energy saving and emission reduction. We also actively participated in energy related forums to exchange environmental protection concepts and advanced practices.



針對減低溫室氣體排放量，本集團採取多方面的措施。

The Group adopts comprehensive measures to reduce the emission of greenhouse gases.

### 案例：大能源，新未來

#### Case: Big energy and new future

2017年9月，國際低碳大會在鎮江隆重召開，華潤燃氣積極參與國際低碳大會，搭建了「大能源，新未來」主題展館，展出管道燃氣、車用氣、燃氣器具等傳統業務項目，推出分佈式能源、智慧燃氣、綠色交通等創新技術業務，充分展示了廣泛運用清潔能源和低碳技術、致力於成為城市綜合能源服務商和低碳城市戰略夥伴的形象。展會期間，上千人次陸續參觀華潤燃氣展館，進一步傳播了華潤燃氣的綠色發展理念。

In September 2017, the International Low Carbon Forum was officially held in Zhenjiang. CR Gas actively participated in the International Low Carbon Forum. It established an exhibition booth under the theme of "Big Energy and New Future". Subjects on exhibit included items representing the Company's main business lines such as pipeline gas, vehicle gas, gas appliances etc., and the introductions on innovative technologies and operations including distributed energy, smart gas, green transportation, etc. This reflected the effort of CR Gas in deploying clean energy and applied low carbon technologies, and showcased its effort in becoming an urban comprehensive energy service provider and strategic partner for low carbon cities. During the exhibition, over 1,000 visitors visited the exhibition booth of CR Gas, which further promoted the green development concept of CR Gas.



海東華潤燃氣開展節能宣傳活動

The energy saving promotional campaign launched by Haidong CR Gas





## 2. 綠色運營

為實現「零污染、低能耗、低排放」的環保目標，華潤燃氣積極推廣清潔能源的使用，推進老舊燃氣管網升級改造和城中村燃氣管網建設，提高城市燃氣管網覆蓋率，讓更多客戶用上安全、經濟、環保的天然氣，減少溫室氣體和污染物質的排放；引進新技術，建設差壓發電項目，2017年，無錫華潤燃氣「儲配站差壓發電」入選華潤集團2017年度重點關注的十項節能減排項目；成立農村煤改氣工作領導小組，組織召開農村煤改氣研討推進會議，編製《農村煤改氣簡明操作手冊》《華潤燃氣煤改氣安全運行指導意見》，積極推進農村地區煤改氣進程，2017年，圓滿完成1,110個村莊，29萬農戶煤改氣任務，同行業中籤約通氣比例最高；為客戶提供安全綠色的燃氣具產品，通過不斷探索燃氣具節能環保技術，淘汰老舊產品，升級新產品，打造專業燃氣具品牌「PERCEN百尊」。連續多年獲得「環保新能源企業大獎」。

## 2. GREEN OPERATION

To achieve the environmental protection goals of “zero pollution, low energy consumption and low emission”, CR Gas actively promote the utilization of clean energy, and facilitates the upgrade of old gas pipeline networks and the construction of gas pipeline networks in urban villages, and increases the coverage of urban gas pipeline networks. With these efforts, more customers can now utilize natural gas which is safe, economical and environmentally friendly. Moreover, the emission of greenhouse gases and pollutants was reduced in the process. CR Gas has also introduced new technologies and established pressure differential power generation projects. In 2017, the “pressure differential power generation at gasholder stations” project of Wuxi CR Gas was elected as one of the 2017 ten major energy saving and emission reduction projects of the China Resources Group. CR Gas established the Rural Coal-to-Gas Conversion Leading Group, organized and convened seminars on rural coal-to-gas conversion, formulated the “Simplified Operation Manual for Rural Coal-to-Gas Conversion” and the “Guidance Opinions on Safety Operation of Coal-to-Gas Conversion of CR Gas”, and actively facilitated the coal-to-gas conversion in rural areas. In 2017, CR Gas completed coal-to-gas conversion projects in 1,110 villages for 290,000 rural families, with the highest proportion of completed contracted pipeline gas connection projects among its industry peers. In order to offer safe, environmentally friendly gas appliances for customers, CR Gas eliminated old products and upgraded new products by exploring energy saving and green technologies for gas appliances on a continuous basis. It created a professional gas appliance brand, namely “PERCEN 百尊”. CR Gas was awarded the “Green New Energy Enterprise” award for several years in a row.



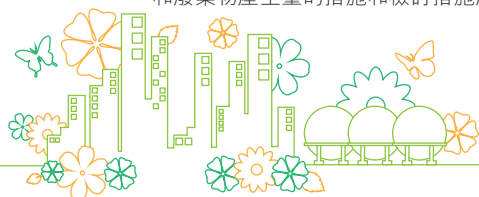
本集團溫室氣體排放主要來源於生產、辦公、取暖和生活食堂所消耗的煤炭、汽油、柴油、電力、天然氣等能源；有害廢棄物主要源於廢機械油、加臭劑桶、廢舊化學品包裝、燃氣表具廢舊線路板中的有害金屬元素；無害廢棄物主要源於辦公生活垃圾、燃氣表具製造及維修過程中產生的無害零部件、報廢的廢舊管綫。本集團對於有害廢棄物均實施返場或交由有資質的第三方合規處置，無害廢棄物亦統一集中處理。報告期內，本集團排放物排放情況如下：

Greenhouse gas emissions by the Group are mainly caused by the use of coal, gasoline, diesel, electricity, natural gas, and other energy sources consumed by production, office, heating, and staff canteens. The hazardous waste mainly includes machinery waste oil, odorant barrels, waste of chemical product packaging, hazardous metal elements of old circuit board in gas meter; non-hazardous waste mainly include office trash, non-hazardous parts generated in the process of gas meter manufacturing and maintenance, scrapped old pipes and cables. The Group implements hazardous waste return or delivery to qualified third-party for compliant disposal, while non-hazardous waste is processed centrally. During the reporting period, emission status of the Group was as below:

排放物種類	Types of emissions	單位 Unit	2017
溫室氣體排放總量	Total greenhouse gas emission	噸二氧化碳當量 tons CO <sub>2</sub> e	435,974.47
溫室氣體排放密度	Greenhouse gas emission density	噸二氧化碳當量/億元 tons CO <sub>2</sub> e/million RMB	892.14
溫室氣體直接排放量(範圍一)	Greenhouse gas direct emission volume (Scope I)	噸二氧化碳當量 tons CO <sub>2</sub> e	201,284.82
溫室氣體直接排放密度	Greenhouse gas direct emission density	噸二氧化碳當量/億元 tons CO <sub>2</sub> e/million RMB	417.01
二氧化碳直接排放量(範圍一)	CO <sub>2</sub> direct emission volume (Scope I)	噸 tons	199,108.46
甲烷直接排放量(範圍一)	Methane direct emission volume (Scope I)	噸 tons	58.61
氧化亞氮直接排放量(範圍一)	Nitrous oxide direct emission volume (Scope I)	噸 tons	2.30
溫室氣體間接排放量(範圍二)	Greenhouse gas indirect emission volume (Scope II)	噸二氧化碳當量 tons CO <sub>2</sub> e	234,690.37
溫室氣體間接排放量密度	Greenhouse gas indirect emission density	噸二氧化碳當量/億元 tons CO <sub>2</sub> e/million RMB	477.27
SO <sub>2</sub> 排放總量	Total SO <sub>2</sub> emission	噸 tons	123.00
NO <sub>x</sub> 排放總量	Total NO <sub>x</sub> emission	噸 tons	57.15
有害廢棄物產生量	Hazardous waste generation volume	噸 tons	41.02
有害廢棄物產生密度	Hazardous waste generation density	噸/億元 tons/million RMB	0.06
無害廢棄物產生量	Non-hazardous waste generation volume	噸 tons	3,012.71
無害廢棄物產生密度	Non-hazardous waste generation density	噸/億元 tons/million RMB	4.28
污水產生總量	Waste water generation volume	噸 tons	2,010,134.18
污水產生密度	Waste water generation density	噸/億元 tons/million RMB	4,010.12

華潤燃氣定期檢討有害及無害廢物的產生量及回收量。本年度所收集的數據不但讓本集團更全面地了解內部管理排放物和使用資源的情況，並建立環境關鍵績效指標數據的基礎年，亦有助本集團未來制訂減少排放量(包括溫室氣體、廢氣及其他向水及土地的排污)和廢棄物產生量的措施和檢討措施成效。

CR Gas conducts regular reviews of the amount of the generated and recovered hazardous and non-hazardous waste. The data collected during the year not only enabled the Group to more fully understand the internal emission management and use of resources to set a base year for environmental key performance indicators but also helped, in the future, the Group to formulate measures to reduce emission (including greenhouse gases, exhaust and other discharges to water and ground) and waste generation, and review the effectiveness of the measures.





英德華潤燃氣首批LNG重卡成功交車  
Successful delivery of the first batch of LNG heavy trucks by Yingde CR Gas

### 案例：分佈式能源

#### Case: Distributed energy

天然氣分佈式能源模式可將能源綜合利用率提高70%以上，契合國家環保和節能減排的主題，有力地應對環境挑戰。華潤燃氣旗下成都公司、無錫公司和鄭州公司等積極開展分佈式能源業務。成都公司總部大樓天然氣分佈式能源項目於2015年8月4日投產進入試運行階段，這是成都公司新能源發展部成立以來第一個落地的項目；成都萬象城天然氣分佈式能源項目是華潤燃氣和華潤置地首次就分佈式能源進行合作的項目，開啟了天然氣分佈式能源在華潤集團各利潤板塊的應用先河。

The distributed energy model of natural gas can raised the comprehensive energy utilization ratio by as much as 70% or above. In response to the national policies on environmental protection, energy saving and emission reduction, CR Gas has effectively overcome challenges in relation to the environment. Subsidiaries of CR Gas, such as Chengdu Company, Wuxi Company and Zhengzhou Company, have actively commenced the distributed energy operation. On 4th August, 2015, the natural gas distributed energy project at the headquarters building of Chengdu Company was launched into the trial operation stage. This is the first project implemented since the establishment of the new energy development department of Chengdu Company. The natural gas distributed energy project of Chengdu MIXC is the first cooperative project on distributed energy entered into between CR Gas and China Resources Land, which has opened a new chapter of applying natural gas distributed energy in different profit-contributing business segments of China Resources Group.



### 案例：濟寧區域推進煤改氣

#### Case: Facilitation of coal-to-gas conversion in Jining

2017年8月，濟寧市政府劃定區域出台煤改氣政策，要求在供暖前完成6萬戶改造通氣任務。濟寧華潤燃氣承接3萬戶農村煤改氣改造任務，面對時間緊、任務重、物料供應緊張、施工隊伍不足等不利因素，濟寧華潤燃氣通過科學組織、積極調度、全員上崗等應對策略，有效保障煤改氣工作順利推進，保障老百姓溫暖過冬，得到政府認可。

In August 2017, Jining Municipal Government introduced the coal-to-gas conversion policy in designated areas to complete the upgrade and pipeline gas connection projects for 60,000 users before the heating period. Jining CR Gas was the contractor for the rural coal-to-gas conversion project for 30,000 users. Facing unfavorable circumstances such as tight schedule, tough task, tense material supply and insufficient construction team, Jining CR Gas emphasized scientific organization, active adjustment and put all staff on duty, which effectively facilitated the works on coal-to-gas conversion. These measures ensured that citizen can enjoy a warm winter, and were recognized by government authorities.

### 3. 綠色辦公

華潤燃氣積極倡導低碳環保的綠色辦公理念，在日常辦公環節，貫徹落實節約資源、減少排放的環保行動，鼓勵員工在日常辦公中節水、節電、節紙，降低辦公環節對環境的影響。

- 優化辦公樓能源系統，利用分佈式能源，提高能源利用效率，減少排放；
- 充分利用信息化平台，在合同審批和制度建設等方面實現線上審批功能，有效減少紙張浪費；
- 深入推進信息化體系建設，持續提升辦公自動化水平，提高辦公效率，實現無紙化辦公；

### 3. GREEN OFFICE

CR Gas actively promotes green office which emphasizes low carbon and friendly to environment. In daily office operation, CR Gas also highlights green concepts that call for resources conservation and emission reduction. It also encourages employees to reduce the use of water, electricity and paper in office, thereby reducing the effects of office operation on environment.

- Optimizing energy system in office building; utilising distributed energy; enhancing energy utilization rate and reducing emission;
- Fully leveraging the online approval function on the information platform for contract approval and system establishment, thereby reducing waste of paper;
- Further facilitating the establishment of information system and continuously raising the level of automation in office and enhancing operational efficiency, and realizing paperless office;



本集團能源消耗主要源於鍋爐加熱用煤；天然氣的消耗主要源於供暖及食堂；天然氣、汽油和柴油的消耗主要源於辦公運營車輛；水資源消耗主要源自日常辦公和生產運營消耗。報告期內，本集團能源消耗情況如下：

The Group's energy consumption primarily comes from coal for heating boilers; natural gas consumed for heating and staff canteens, as well as natural gas, gasoline, and diesel consumed by the use of vehicles for business purposes; water resource consumption mainly comes from daily office work, production and operation consumption. During the reporting period, energy consumption status of the Group was as below:

資源種類	Resource type	單位 Unit	2017
煤炭消耗量	Coal consumption volume	噸 tons	300,001.12
柴油消耗量	Diesel consumption volume	升 liter	1,305,401.28
汽油消耗量	Gasoline consumption volume	升 liter	1,812,012.12
天然氣消耗量	Natural gas consumption volume	萬立方米 10,000 m <sup>3</sup>	2,081.62
外購電力消耗量	Externally purchase power consumption volume	兆瓦時 MW/h	301,348.29
煤炭消耗密度	Coal consumption density	噸/億元 tons/million RMB	80.50
柴油消耗密度	Diesel consumption density	升/億元 liters/million RMB	2,001.08
汽油消耗密度	Gasoline consumption density	升/億元 liters/million RMB	7,041.70
天然氣消耗密度	Natural gas consumption density	萬立方米/億元 10,000m <sup>3</sup> /million RMB	2.30
外購電力消耗密度	Externally purchase power consumption density	兆瓦時/億元 MWH/million RMB	401.72
綜合能源消耗折標煤總量	Total integrated energy consumption conversion to standard	噸標煤 tons of standard coal	4,845,200
綜合能耗密度	Integrated energy consumption density	噸標煤/億元 tons of standard coal/million RMB	153.81
水資源耗用量	Water resource consumption volume	噸 tons	2,650,061.12
水資源消耗密度	Water resource consumption density	噸/億元 tons/million RMB	5,003.52

註： 本集團並無任何有關求取水源的問題。

本集團並無使用包裝材料。

Notes: The Group does not have any issues concerning the seeking of water source.

The Group does not use packaging materials.



- 探索共享機制平台建設，提升資源利用效率，節約能源資源；
  - 完善視頻和電話會議系統，全年各級單位召開視頻和電話會議共計2,401場次，大幅減少公務出行，降低管理成本、資源消耗和碳排放；
  - 積極倡導節水節電，強化員工綠色辦公、低碳生活意識。
- Developing a sharing mechanism and system to improve resources utilization and save energy;
  - Improving video and telephone conference system. There were a total of 2,401 video and telephone conferences convened by different units during the year, which served to significantly reduce business trips and save administrative cost, and cut resources consumption and carbon emission;
  - Actively promoting water conservation and electricity saving, and strengthening the awareness of staff on green office and low carbon lifestyle.



華潤燃氣財務共享服務中心首月月總結暨揭牌成立儀式在南京舉行，上線首月共享中心共受理報賬單3,253筆，完成付款1,338筆，生成憑證10,978筆，完成37家公司財務報表的出具，提升辦公效率，減少資源浪費。

The first monthly summary and opening ceremony of CR Gas Financial Sharing Service Center was held in Nanjing. During the first month, the sharing center handled a total of 3,253 bills, completed 1,338 payments, produced 10,978 certificates and issued financial statements for 37 companies, which enhanced operational efficiency and reduced waste of resources.

碳評估過程中所收集之能源使用和水資源使用數據，為本集團建立相關數據的基礎年。此舉有助本集團了解內部使用資源的情況，以便將來檢討和匯報措施之成效。本年度，本集團並無違反與排放物（包括廢氣及溫室氣體排放、向水及土地的排污，以及有害及無害廢棄物）相關的法律及規例，或對環境及天然資源造成重大影響。

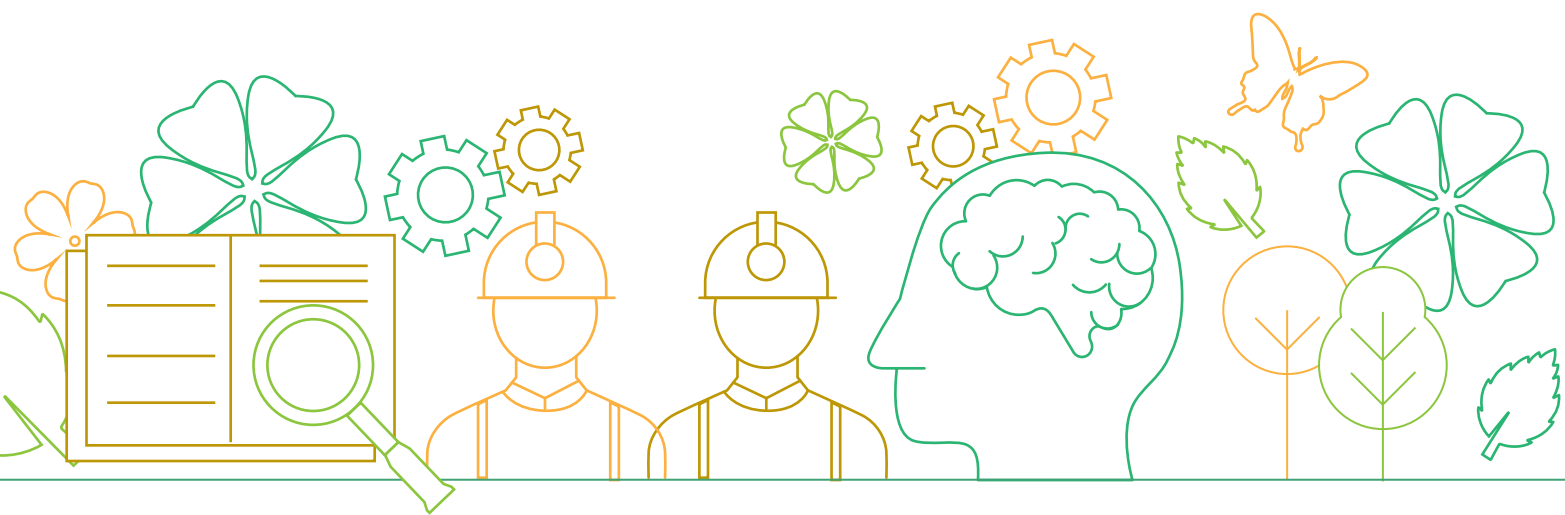
The data on use of energy and water resources collected during the course of a carbon assessment is used to set a base year for the Group. The assessment enabled the Group to understand the internal use of resource for review and report of the effectiveness of the related measures. During the year, the Group was not in breach of the laws and regulations related to emission (including exhaust and greenhouse gas emission, discharges to water and ground and hazardous and non-hazardous waste) and made no significant impact on the environment and natural resources.



# 燃夢前行， 責任相伴你我



# Moving towards Our Dreams and Sharing Our Responsibilities





## (一) 一站式服務，全方位「心」體驗 One-stop Service for a “Heart-to-Heart” Experience

作為產品和服務的供應商，華潤燃氣始終以供應「安全、清潔」的燃氣，提供「親切、專業、高效」的服務為企業使命，不斷完善客戶服務體系，優化服務流程，讓客戶在使用清潔能源的同時，感受到專業、滿意的服務體驗。

As a product and service provider, CR Gas adheres to its corporate mission of providing “safe and clean” gases and offering “faithful, professional and efficient” services. CR Gas keeps on improving its customer service system and optimizing operational procedures, aiming to provide professional, satisfactory experiences for customers when using the clean energy.

### 1. 客服體系

華潤燃氣不斷完善客戶服務體系，成立客戶服務中心，提供燃氣開戶、過戶、銷戶、更改帳戶和繳費等服務，提供保險、百尊燃氣具銷售服務；細化客服管理制度，從穩定供氣、安全保障、預約服務、燃具售後服務、服務電話、服務質量、處理客戶投訴七個方面，十七個具體項目對服務制訂出具體目標，通過完善客戶信息系統，結合大客服推進方案，梳理服務流程，完善服務標準體系，實現業務流程的優化提升和客戶服務的規範化，為保障優質服務提供有力支撐。

### 1. CUSTOMER SERVICE SYSTEM

CR Gas has been improving its customer service system and established the customer service center. It offers different services such as account opening, transfer, account cancellation, account alternation and payment, as well as insurance service and PERCEN gas appliance sale service. CR Gas refines its customer service management system, which covers seven aspects namely stable gas supply, safety protection, reservation service, after-sale service for gas appliances, telephone service, service quality and customer compliant handling. Specific goals have been set for services in 17 special projects. Through optimizing the customer information system along with a big customer service facilitation plan, CR Gas optimized its operational procedures and improved service standard and system, thus realizing optimization and enhancement of operational procedures and standardization of customer services, and providing strong support for quality services.



客戶服務管理體系  
Customer Service Management System



## 2. 滿意服務

華潤燃氣秉承「以客戶為導向」的服務理念，堅持從客戶的需求出發，積極傾聽客戶的意見與反饋，暢通客戶服務渠道，為客戶供應安全清潔燃氣，提供專業、高效、親切、滿意的服務。

### 傾聽客戶需求

華潤燃氣及其成員公司積極開展客戶滿意度調查和測評、神秘顧客調查、電話回訪、定期走訪工商客戶等活動，多渠道搜集客戶的反饋意見和需求，合理納入客戶服務體系，並進行針對性改善，提升客戶服務水平。2017年，集團對83家成員公司開展了客戶滿意度調查，調查結果顯示，較2016年，華潤燃氣客戶滿意度由89分上升至91分。

## 2. SERVICE SATISFACTORY

Adhering to the concept of “customer-orientated”, CR Gas strives to provide services based on customers' needs. The Company closely follows customers' opinions and feedbacks, and develops customer service channels, thus providing safe, clean gas for customers and offering professional, efficient, kind and satisfactory services.

### Listening to Customers' Needs

CR Gas and its subsidiaries actively reached out to customers such as conducting customer satisfactory survey and evaluation, secret customer investigation, telephone interview, regular site visit for commercial customers, etc., thereby collecting feedbacks and demands from customers through multi-channels. Those feedbacks and demands were to be included in the customer service system in a rational way with specification of improvement measures to be implemented, thereby enhancing customer service standard. In 2017, the Group conducted customer satisfactory survey at 83 subsidiaries. Based on the survey result, the customer satisfactory level of CR Gas increased to 91 points from 89 points in 2016.

### 案例：關於「送氣要兩三天」的輿情應對

#### Case: Response to media thread regarding “2-3 days are required for gas delivery”

**事件概況：**廈門華潤燃氣集美供應站於1993年開始營業，日均送氣量80瓶，每天至少需要3名送氣工才可以完成送氣任務。2017年12月18日，燃氣用戶魏先生打電話定氣時，正值集美供應站送氣工辭職補員的空檔期，送氣工作難以及時完成。得知無法及時送氣上門消息的魏先生，後來在「廈門小魚網－廈門小魚社區－鷺島生活」論壇上，發表題為《華潤燃氣，每次打電話過去就說送氣要兩三天》的帖子。

**Overview of the incident:** Xiamen CR Gas Jimei Gas Station commenced operation in 1993, with daily gas delivery of 80 gas cylinders. At least 3 gas delivery workers are required to complete gas delivery every day. At the time when Mr. Wei, one of the gas users, made a telephone order for gas on 18th December, 2017, it was the vacancy period after the resignation of gas delivery workers at Jimei Gas Station. Hence, it was difficult to complete gas delivery on time. After Mr. Wei noticed that gas cylinders could not be delivered on time, he posted a thread with the topic of “Every time when I made a telephone enquiry, CR Gas said 2-3 days are required for gas delivery” at the “xiaoyu.com – Xiamen Xiaoyu Community – Life in Amoy Island” forum.



**事件原因：**廈門市規定所有送氣人員必須經過培訓，未取得《燃氣經營企業從業人員專業培訓考核合格證書》前禁止上崗。2017年，廈門市燃氣管理部門只在7月份和12月份組織集中培訓，事件發生時，新招聘的3名送氣工正在參加燃氣經營企業從業人員專業培訓，僅剩一名持證送氣工在供應站負責送氣，送氣壓力大。

**應對措施：**集美供應站第一時間與發帖用戶取得聯繫，向其闡明原因並致歉，並於12月20日下午為用戶送氣到家。隨後魏先生主動將發表在「廈門小魚網－廈門小魚社區－鷺島生活」論壇上的帖子刪除。另外，集美供應站3名新招聘的送氣工在12月21日完成培訓並通過考試，待取得證書後立即安排上崗。目前集美供應站送氣情況正常，已無送氣積壓單。

**後續改進：**為確保及時送氣，廈門華潤燃氣於2017年12月20日召集相關部門負責人，開會討論解決個別站點送氣不及時的問題。通過公司呼叫中心、服務中心做好解釋工作；及時化解客戶投訴，引導部分用戶到站點自提換氣。下階段，集美供應站還將進一步加強送氣工培訓，增加送氣人員數量，建立應急送氣機動隊伍，制定應對送氣方案，實時監控各站點送氣服務，合理調配送氣人員，確保瓶裝氣按時送達。

**Reasons for the occurrence of incident:** Xiamen Municipal Government requires all gas delivery workers to be trained and prohibits them from working without qualifying for the Certificate of Professional Training and Appraisal for Employees of Gas Operation Enterprises. In 2017, the gas administration authority in Xiamen only organized centralized training sessions in July and December. Prior to the incident, three newly recruited gas delivery workers attended the professional training for employees of gas operation enterprise. Only one certified gas delivery worker remained available for gas delivery in the gas station. Hence, there was huge pressure on gas delivery.

**Responsive measures:** Jimei Gas Station promptly contacted the user, explaining the incident and making an apology. The gas cylinder was delivered to the user in the afternoon on 20th December. Subsequently, Mr. Wei actively deleted his thread at the "xiaoyu.com – Xiamen Xiaoyu Community – Life in Amoy Island" forum. Moreover, the three newly recruited gas delivery workers at Jimei Gas Station completed training and passed the examination on 21st December. They started their work immediately after receiving their certificates. Currently, the gas delivery service in Jimei Gas Station was in normal operation with no outstanding gas delivery order.

**Subsequent rectification:** In order to ensure timely gas delivery, Xiamen CR Gas convened a meeting for the responsible personnel at relevant departments on 20th December, 2017 to discuss the delay in gas delivery at some gas stations. Through explanation by call center and service center of the Company, customer complaints can be handled in a timely manner. Some users are guided to pick up their own gas cylinders at specific point. At the next stage, Jimei Gas Station will further enhance gas delivery training to increase the number of qualified gas delivery workers, and establish an emergency gas delivery team as well as to formulate gas delivery responsive plans, and to conduct real-time supervision over gas delivery service at each gas station and allocate gas delivery workers in a rational way, aiming at ensuring timely delivery of gas cylinders.



### 提供貼心服務

華潤燃氣選擇國內質量管理最知名廠家合作，推出安全、環保的燃氣用具品牌「PERCEN百尊」，通過實體營業廳、官網等平台，為客戶提供從燃氣用具諮詢選型、便捷購買、規範安裝、安全供氣、優質維修到定期安檢等一站式服務；組織專家隊伍增加工廠檢查次數，提升「PERCEN百尊」產品質量。

### Providing Thoughtful Service

CR Gas works famous quality management plants in China to roll out safe and environmentally-friendly gas appliances. The Company has made available “PERCEN 百尊”, a safe, environmentally friendly gas appliance brand, through different platforms such as physical shops and official websites. To serve customers, CR Gas offers one-stop services covering consultation and selection of gas appliance, convenient purchase, regulated installation, safe gas supply, quality maintenance and regular safety check. CR Gas also arranges professional teams to conduct more plant inspections so as to enhance the product quality of “PERCEN 百尊”.

### 案例：潤燃先鋒在行動

#### Case: CR Gas pioneer in action

海城華潤燃氣啟動「潤燃先鋒在行動」方案，用黨員亮身份，聚焦安全運行、客戶服務、華潤保等增值服務，開展上門服務，為客戶提供專業諮詢，及時解答客戶難題，化解客戶矛盾。2017年，全年共走訪工商民用戶200餘戶，為客戶解決難題5起，增強了企業的社會影響力。

Haicheng CR Gas commenced the “CR Gas Pioneer in Action” campaign. Leveraging the capacity of its party members, Haicheng CR Gas focused on value-added services such as safe operation, customer service and CR insurance, and introduced door-to-door service. It provided professional consultation for customers and timely answered their enquiries, thus eliminating conflicts with customers. In 2017, Haicheng CR Gas visited over 200 commercial users in aggregate and solved 5 enquiry cases from customers, which increased the social influence of the Company.



### 完善售後服務

華潤燃氣積極落實《百尊售後監督管理制度》，推動各大區完善售後服務體系管理架構，以明確的崗位職責指導售後工作，有效推動售後服務質量的提高；設立專門熱線電話，收到用戶報修信息，立即指派專人及時上門處理；利用熱線進行售後回訪跟蹤，對服務人員工作質量和產品使用情況進行了解；一年一次安檢，及時發現隱情並給予適當維護，保證機器安全可靠使用；利用十大百尊售後實操基地，持續組織售後工程師認證培訓，通過嚴格的理論和實操考試，培養合格的售後服務工程師；積極組織售後服務工程師參與交流互動，提升服務團隊的綜合技術實力。

### Improving After-Sale Services

CR Gas actively implements a Supervisory and Administrative System for After-Sale Service of PERCEN, and promotes the optimization of management structure for after-sale service of different business segments. It arranges specific staff responsible for guiding after-sale works, which effectively enhances the quality of after-sale services. CR Gas also set up special hotline for customers. Upon receiving repair request from customers, CR Gas will promptly assign staff to conduct on-site inspection. Leveraging the hotline, CR Gas conducts after-sale tracking in order to understand the service standard of our staff and product utilization. Annual safety inspections are to be conducted, with appropriate maintenance to be undertaken for any potential hazard discovered, so as to ensure safe and reliable use of machines. CR Gas conducts training for after-sale engineer certification at the top ten after-sale training bases of PERCEN. Through strict theoretic and practical examination, CR Gas trains qualified after-sale engineers. CR Gas also organizes exchange programs for after-sale engineers, aiming to enhance the overall technology strengths of our service team.

#### 案例：華中大區售後服務培訓

#### Case: After-sale service training in Central China Region

2017年6月，華潤燃氣華中大區邀請廠家專家，通過視頻的方式，對成員公司80多名維修人員，分為7個分場，進行同步售後培訓；配合廠家單獨分別上門，組織開展針對性培訓；通過系列培訓，及時有效解決因百尊新銷售公司擴張引起售後人員技能水平跟不上的短板，促進售後服務人員技能水平提高，服務的及時性也得到提高，獲得用戶一致好評。

In June 2017, CR Gas (Central China Region) invited professionals from plants to conduct concurrent after-sale video training for over 80 maintenance personnel from the subsidiaries in 7 sessions. Depending on plants' schedules, CR Gas (Central China Region) conducted individual site visits and organized target training. Through a series of training, CR Gas (Central China Region) effectively eliminated the discrepancies in the technical levels of after-sale personnel to meet the standard required for the expansion of new sale company of PERCEN. This facilitated the promotion of technical standard of after-sale personnel, and services can be provided in a timely manner, which received positive response from users.

### 提升用氣質量

華潤燃氣將用氣質量放在重要位置。加強氣源採購管理，要求上游供氣單位提供第三方檢測報告，確保氣質達標；引導成員企業定期對所供氣體加臭劑含量進行達標檢測，確保所供氣體質量符合國家、行業標準規範要求。

### Enhancing Gas Utilization Quality

CR Gas places great emphasis on its gas quality. It ensures that gas quality is up to standard by strengthening the procurement management of gas sources and requiring all upstream supplying units to provide third-party testing reports. It also requires its member companies to conduct standard tests in relation to the odorant content in the gas on supply on a regular basis, so as to ensure that the quality of gas on supply is in compliance with the national requirements and industry standards and norms.



### 保護客戶隱私

華潤燃氣以保障用戶信息安全為己任，積極建設客戶信息系統，統一管理客戶信息。對於涉及居民姓名、地址、身份證號、電話號碼等關鍵信息的獲取，實現嚴格的分級審批與權限管理制度；對需要獲取客戶信息的外部單位及上級主管單位，要求統一簽訂信息保護協議，並嚴格限制信息披露的內容及範圍。

### 確保價格透明

為保證居民用氣價格合理透明，華潤燃氣在全國範圍內推廣使用階梯式氣價銷售方式；在制定氣價過程中，充分聽取各方意見和建議，對階梯氣價的實施範圍、檔次劃分、價格安排等進行研究，在公開渠道對燃氣價格進行公示。截至2017年末，華潤燃氣全國範圍內的94%的居民生活用氣量均已採用階梯式氣價銷售方式。

### 客戶投訴管理

華潤燃氣積極應對客戶投訴，在「服務承諾」中對「處理客戶投訴」制訂出具體服務承諾目標，承諾在2個工作日內答覆客戶投訴處理情況；依託CIS信息系統開展投訴管理，對投訴業務進行分類分級，並通過系統報表的形式進行數據展示，查找投訴原因並及時進行改進，形成投訴閉環管理；針對重大緊急、責任單位無法處理的客戶投訴建立投訴處理上升通道，通過創新投訴處理服務，規範有效地釐清責任，縮減服務時間；引入「客戶抱怨」新概念，提升投訴處理質量和效率。2017年，公司共受理投訴4,055起，投訴解決率100%。

### Customer Privacy Protection

CR Gas regards the protection of user information as its duty. The Company actively established a customer information system to converge the management of customer information. It implements a highly regulated system for review and approval as well as authority management in relation to the access to key information of residents, including their names, addresses, identity card numbers and telephone numbers. In addition, CR Gas requires all external units and supervisory departments who need to have access to customer information to be bounded by an information protection agreement, and strictly limits the content and scope of information disclosure.

### Price Transparency Assurance

To ensure that the price for residential gas is reasonable and transparent, CR Gas implements a nationwide step-pricing mechanism for gas sale. When determining the gas price, it takes into full account the comments and recommendations from various parties, and conducts research on areas including the scope of implementation, classification of grades and price arrangements of step pricing of gas, and discloses gas prices through open channels. As at the end of 2017, CR Gas adopted the step-pricing system to cover the sale of 94% of its residential gas consumption.

### Customer Complaint Management

CR Gas actively responds to customer complaints. It develops specific service commitment objectives for "handling of customer complaints" in "service commitment", and undertakes to respond to customer complaints within 2 working days. Through the CIS information system, CR Gas conducts complaint management and classifies complaints into different categories and levels, on which it investigates the reasons for complaints and makes timely improvement through displaying data in the form of systematic statements. These efforts effectively put together a closed-loop management approach on complaints. For customer complaints in major emergencies and those that cannot be handled by the responsible units, CR Gas establishes a complaint handling ladder to clarify responsibilities in a regulated and effective way through an innovative complaint handling services that shortens the time required for services. It also introduces the new concept of "customer complaints", enhancing the quality and efficiency of complaint handling. In 2017, the Company handled a total of 4,055 complaints, with a complaint resolution rate of 100%.



### 3. 專業服務

華潤燃氣注重客戶的隱私及保障相關資料的安全。為保證業務正常進行，市場部須收集並保存客戶的信息包括姓名、性別、年齡、電話號碼及電郵地址等。本集團推行統一客戶資訊管理及分級審批的管理制度。

售後服務工作亦是燃氣分銷過程中的重要環節，本集團致力於完善用戶服務管理體系，秉承以客戶為導向的服務理念，通過成立客服中心，為用戶提供天然氣相關服務。針對用戶的投訴，華潤燃氣承諾在兩個工作日內予以答覆，並對投訴情況進行分類，瞭解投訴原因，及時進行改正，努力提升投訴處理的效率和效果。

華潤燃氣全力保障用戶用氣安全，在提供穩定、安全、清潔燃氣的同時，推出安全、環保、高能效的燃氣具，並積極向用戶普及產品及安全知識，為提供全面優質的燃氣服務。

#### 保障穩定供氣

為用戶提供穩定安全的燃氣是對燃氣供應企業的基本要求。華潤燃氣不斷完善管網設施建設，引入更多元的上游氣源，強化專業運行保障水平，致力於為廣大客戶提供穩定可靠的燃氣供應。2017年，公司整體連續供氣率超過99%。

**完善的管網設施：**華潤燃氣深知管網設施是保障供氣本質安全的基礎，大力加強管網建設，及時更換老舊管道。截至2017年底，公司共擁有高壓、次高壓管線3,193公里，市政中低壓管線9.88萬公里。

### 3. PROFESSIONAL SERVICES

CR Gas lays emphasis on the privacy of customers and safeguarding the security of the relevant information. To ensure a normal business operation, the marketing department is required to collect and store users' information, including, among others, their name, sex, age, telephone number and email address. The Group has implemented a centralized user information management and classified approval system.

After-sales service is an important part in the gas distribution. The Group, being dedicated to improving its customer service management system and adhering to its customer-driven service philosophy, provides natural gas related services to users through the establishment of a customer service center. For customer complaints, CR Gas pledges to respond within two business days, and classifies the complaints, analyzes the reasons behind and makes timely corrections. Efforts are also made to promote the efficiency and complaint settlement and get better results.

CR Gas endeavors to secure gas safety. While providing stable, safe and clean gas, it also launches safe, environment-friendly and efficient gas appliances and actively introduces the knowledge about products and safety to users, providing comprehensive and quality gas services.

#### Stable Gas Supply Assurance

To provide users with stable and safe gas is the basic mission for a gas supplier. CR Gas continuously improves its construction of pipeline network facilities, introduces a more diversified upstream gas source and strengthens the security level of professional operations, striving to provide a stable and reliable gas supply for customers. In 2017, the overall continuous gas supply rate of the Company was over 99%.

**Improved pipeline network facilities:** CR Gas understands that pipeline network facilities are the foundation of a safe gas supply. It reinforces the construction of pipelines networks and replaces aged pipelines with new ones in a timely manner. As at the end of 2017, the Company owns high pressure and intermediate pressure pipelines with a total length of 3,193 kilometers, and medium-to-low pressure municipal pipelines with a total length of 98,800 kilometers.



### 案例：完善供氣應急保障

#### Case: Improvement of emergency gas supply

2017年入冬後，全國範圍內天然氣供應能力無法匹配需求的高速增長，供應形勢嚴峻。華潤燃氣作為國內銷氣量最大、接駁用戶數最多的城市燃氣運營商，也受到氣源短缺的威脅。在嚴峻的保供形勢下，華潤燃氣積極協調上游氣源單位，從中石油、中石化盡力爭取氣源指標增量；協調各成員公司增加臨時氣化措施，採購大量LNG作為補充氣源。在全國氣源嚴重短缺的特殊情況下，華潤燃氣全力保障民生用氣，經營區域內未出現一例重大斷供事件。

Since the winter in 2017, the natural gas supply nationwide fell short of the rapidly growing demand, and there was a serious shortage of natural gas. CR Gas, as the top gas supplier and urban gas operator with the largest number of subscribed end-users in China, was also threatened by this gas shortage. Facing serious difficulty in maintaining a stable gas supply, CR Gas actively coordinated the upstream gas sources, and spared no effort in striving for a greater supply of gas from CNPC and Sinopec, and arranged its member companies to adopt interim measures for gasification to and acquired large quantities of LNG as its supplementary gas source. Under such extraordinary circumstances of national gas shortage, CR Gas safeguarded the gas supply for residential customers by making every effort, with no substantial gas supply disruption in all its operating regions.





### 案例：與草原的「約定」

#### Case: An “agreement” between CR Gas and the grassland

赤峰，塞外草原上的明珠，經過多年發展，已成為內蒙古東部地區區域性中心城市。2010年3月，華潤燃氣與赤峰市政府簽訂《赤峰市城市燃氣項目投資合作協議》，達成與草原明珠的「約定」。七年裏，赤峰華潤燃氣有限公司共鋪設天然氣市政中壓管道122.75公里，使中心城區天然氣管道覆蓋率達80%左右；建設5座加氣站和2座儲備能力45萬立方米的大型液化天然氣LNG儲備站，滿足城市居民和各類車輛對天然氣的需求。目前赤峰華潤燃氣公司擁有天然氣居民用戶7萬戶，酒店餐飲用戶140多家，榮獲內蒙古自治區第十三屆運動會組委會頒發的「突出貢獻單位」獎，成為內蒙古自治區第十三屆運動會天然氣唯一指定供應商，並多次榮獲赤峰市、區兩級政府頒發的各項榮譽。

Chifeng, a pearl of the grassland at the edge of China's northern frontier, has become the regional urban centre of the eastern Inner Mongolia after years of development. In March 2010, CR Gas took part in the Chifeng City Gas Project Investment Cooperation Project with the Chifeng City government, and reached an “agreement” with the pearl of the grassland. Over the seven years, Chifeng China Resources Gas Co., Ltd. laid down natural gas pipelines of medium pressure with a total length of 122.75 kilometers in total, thus raising the coverage of natural gas pipelines to around 80%. And it also established 5 gas filling stations and 2 large LNG storage stations, each with a storage capacity of 450,000 cubic meters of liquefied natural gas, to meet the demand of citizens and various types of vehicles for natural gas. Currently, Chifeng China Resources Gas Co., Ltd. covers 70,000 residential users of natural gas and over 140 users in the hospitality and catering industries. It was awarded the “Prominent Contribution Unit” award by the Organizing Committee for the Thirteenth Inner Mongolia Autonomous Region Games, and becoming the sole designated natural gas supplier for the Thirteenth Inner Mongolia Autonomous Region Games, with receipt of several honors awarded by the Chifeng City and Chifeng District governments.



## 案例：管道安全衛士

### Case: Pipelines' Safety Guardian

1990年，剛剛進入華潤燃氣的許用被分配到輸配車間，這一呆就是27年。提升管道漏氣自查率、監護施工中的管網安全、加強巡檢團隊建設是許用的主要工作。許用把「管道安全」看得比自己生命還重要，福州華潤燃氣負責的燃氣管線有1,667公里，許用的巡檢範圍已達1,300公里，同事們親切地稱許用為「管線安全衛士」。「簡單的事情重複做，重複的事情認真做。」入行27年，這是許用常掛在嘴邊的話，2016年「尼伯特」颱風時，有個新村出現了燃氣味，許用和同事冒雨對周邊溝井排查，最終查出漏氣源，「燃氣管網工作容不得一絲馬虎，這也是工匠精神。」許用說，絕對不讓一處燃氣管線受到傷害是華潤燃氣的目標，他和同事覺得付出再多辛苦都是值得的。憑借出色的工作能力，許用被華潤集團授予EHS貢獻獎，是福建區域乃至東南大區獲獎的第一人。

「身在這樣的團隊裏，我們始終堅守在燃氣巡檢、搶修第一線，犧牲與奉獻精神早就融入我們的生命之中，犧牲個人休息時間換來的是更多人的用氣安全。在華潤大家庭，還有許多員工和我一樣在崗位上默默奉獻。在華潤人人都是優秀的「管線安全衛士」。」

——華潤燃氣輸配巡檢主管 許用

In 1990, Xu Yong, who just joined CR Gas, was assigned to the transmission and distribution workshop, and he worked there for 27 years since then. His duties include enhancing the pipeline leakage self-check rate, safeguarding the pipeline networks under construction as well as strengthening the construction of the inspection team were his main duties. Xu Yong valued his mission in "pipeline safety" even more important than his life. Fuzhou CR Gas handled gas pipelines of 1,667 kilometers in length, of which 1,300 kilometers fell Xu Yong's jurisdiction of inspection, and he was fondly called by his colleagues as the "Pipelines' safety guardian". Working in the industry for 27 years, "doing simple things repeatedly, and doing repeated things conscientiously" was Xu's motto. In 2016, when the Typhoon Nepartak was in approach, there was a smell of gas in a new village. Xu Yong and his colleagues braved the rain and troubleshot trenches in the surrounding areas, and managed to locate the source of gas leakage. "Work in relation to gas pipeline networks is a form of craftsmanship that allows no room for sloppiness," said Xu Yong. Not having any part of the gas pipelines damaged is CR Gas's objective, and to achieve such an objective, Xu Yong and his colleagues believed that all painstaking made were worthwhile. With his extraordinary work capacity, Xu Yong was awarded the EHS contribution award, the first person in the Fujian and Southeastern regions.

"Working in such a team, we have always stood on the front line of gas inspection and repair. The spirit of sacrifice and dedication has already integrated into our lives. Our sacrifice of personal rest time is in exchange for gas use safety of more people. Within the family of CR Gas, there are many other employees who dedicate themselves to the cause as I do. In CR Gas, everyone is an excellent "pipelines' safety guardian".

——CR Gas transmission and distribution inspection supervisor XU Yong



**多樣化燃氣來源：**華潤燃氣注重氣源採購，以多氣源供氣模式從資源量和安全性上保障廣大客戶用氣需求。截至2017年底，公司已形成中石油西一線、西二線天然氣、川氣東輸天然氣、廣東大鵬澳洲天然氣、槽車LNG等多氣源供應模式。

**專業化運行保障：**華潤燃氣致力於通過專業化的生產運行調度系統、精益化的日常巡檢和不斷創新的技術手段，通過大力開展智慧燃氣建設，保證天然氣供氣的安全穩定。截至2017年底，公司共投入4.6億，積極應用新技術、新設備，改造950公里鑄鐵管網與老舊管網，提高管網安全性。

#### 服務承諾管理

2017年，華潤燃氣加強服務承諾管理，督促成員公司向社會公佈17項服務承諾指標，接受社會和輿論監督，並定期進行服務承諾達成率統計、跟進和整改，2017年，公司無因服務不及時或違反服務承諾指標造成的重大投訴事件；降低潛在風險，開展品牌及服務宣傳，配合當地政府、工商、消防、安監等開展各類宣傳3,000餘次；將客戶滿意度、安檢成功率作為重點學標桿指標，納入總經理績效考核。

#### 普及安全知識

為提升用戶的安全意識，華潤燃氣及下屬公司積極開展安全燃氣進社區活動，進行燃氣具推廣及檢查，現場宣傳安全用氣知識；結合低利潤的以舊換新活動，在宣導安全知識的同時，減低安全事故發生概率；開展安檢創新課題試點，中山公司在創新課題試點的基礎上，2017年安檢成功率達到84.90%；利用各種燃氣業務表單印刷安全使用注意事項；利用日常入戶抄表和安檢的機會向客戶廣泛宣傳安全知識；開展安全知識專項培訓，向公眾普及燃氣業務和安全知識。2017年，華潤燃氣共進行了4,700餘場戶外安全推廣宣傳。

**Diversified gas sources:** CR Gas pays close attention to gas source procurement, safeguarding the gas needs of customers by procuring through multi-sources of gas supply in terms of resources and safety. As at the end of 2017, the Company secures multiple sources of gas supply through several routes including CNPC first west line and second west line natural gas supply, Sichuan-East natural gas supply, Dapeng in Guangdong-Australia natural gas supply, LNG tank truck and others.

**Professional operation assurance:** CR Gas pushes forward smart gas construction through developing a professional production and operation dispatch system, and by excellent means of daily inspection and continuous technical innovation, so as to ensure the safety and stability of natural gas supply. As at the end of 2017, the Company invested a total of RMB460 million in the active application of new technologies and new equipment and the modification of the cast iron pipeline network and old iron pipeline network with a total length of 950 kilometers, so as to improve the safety of pipeline networks.

#### Service Commitment Management

In 2017, CR Gas strengthened its service commitment management, and urged its member companies to publish 17 service commitment indicators and be opened to supervision by the society and public opinion, and compiled statistics of achievement rate of service commitment, adopted follow-up actions and conducted rectifications on a regular basis. In 2017, the Company did not receive any significant complaint due to not delivering service in a timely manner or breaching the service commitment indications. It reduced potential risks, promoted brands and services as well as organized over 3000 rounds of promotion in cooperation with local governments, industrial and business sectors, fire safety and security surveillance departments. In addition, it included the customer satisfaction and the success rate of safety inspection into the performance appraisal of general managers.

#### Safety Knowledge Introduction

To enhance safety awareness among end-users, CR Gas and its subordinate companies actively held community activities in relation to gas safety, and conducted gas appliances promotion and inspection as well as on-site promotion of safe use of gas. Combined with low-profit trade-in activities, GR Gas advocated safety knowledge while lowering the probability of safety incidents. In addition, it jump-started several innovative pilot projects with respect to safety inspection. Working through these projects, Zhongshan company achieved a success rate of safety inspection as high as 84.90% in 2017. It also printed safety instructions on various gas business forms, seized the opportunities of in-home meter reading and safety inspection to promote safety knowledge to end-users, and carried out specialized training on safety knowledge in addition to promoting gas business and safety knowledge to the public. In 2017, CR Gas held over 4,700 outdoor safety publicity events in total.



### 案例：南昌華潤燃氣「開放日」活動

#### Case: Nanchang CR Gas “Open Day” Event

為加強燃氣安全宣傳教育，與社會、學校、家庭一道共同構建平安用氣環境，南昌燃氣開展以「普及安全知識，提高避險能力」為主題的燃氣開放日活動，通過邀請《南昌晚報》《小主人報》小記者、西山文武學校師生參觀南昌燃氣公司、燃氣站點，組織燃氣洩漏應急演練，幫助孩子們通從小建立安全用氣意識，傳播燃氣安全知識，為構建和諧平安的用氣環境作出貢獻。

To educate on gas safety and to work with the society, schools and families to create a safe gas-using environment, Nanchang Gas organized a gas open day event themed “Introduce safety knowledge and increase the ability of danger avoidance”, Nanchang Gas helped children to raise awareness on safety in the use of gas, and introduced gas safety knowledge. The Company contributed to the construction of a harmonious and safe gas-using environment through inviting little reporters from Nanchang Evening Paper and Future Pillars Newspaper as well as the teachers and students from Xishan Wenwu School to visit the Nanchang gas company and gas stations, and organizing gas leakage emergency drills.





華潤燃氣全國冬季安全宣傳暨地鐵品牌專列首發啟動  
During the CR Gas's national winter safety promotion and metro brand launching event

#### 推出燃氣保險

華潤燃氣攜手華潤保險經紀有限公司推出民用燃氣保險產品，為用戶提供燃氣使用安全保障。2017年，華潤燃氣在161家下屬成員企業推廣民用燃氣保險，為83萬戶燃氣用戶提供權益保障，在已發生的169起案件中，幫助燃氣用戶及時獲得賠償，為用戶挽回經濟損失共計48萬元，保障了用戶權益，提升了用戶滿意度。

#### Introduction of Gas Insurance

CR Gas joined hands with China Resources Insurance Brokers Co., Ltd. to launch residential gas insurance packages, providing users with security in relation to use of gas. In 2017, 161 subordinate companies of CR Gas promoted residential gas insurance, securing the rights and interests of 83,000 gas users. CR Gas assisted gas users to obtain timely compensation and thus recovered RMB480,000 in aggregate of their economic losses in 169 cases, safeguarding the users' rights and interests and increasing customers' satisfaction.



## (二) 事業上的夥伴，生活中的朋友 Partners in Business and Friends in Life

秉持「尊重人的價值、開發人的潛能、升華人的心靈」的人才工作宗旨和「海納百川，唯才是用」的用人理念，華潤燃氣將員工視為事業上的夥伴和生活中的朋友，關心、愛護每一位員工，為員工搭建良好的發展平台，積極平衡員工工作與生活，致力打造一支凝聚力強、充滿激情的員工隊伍。

Adhering to the philosophy of “respecting human value, developing human potential and sublimating human spirit” in talent management, as well as the motto of “All rivers run into the sea, and appointing all persons with talents” which represents the core recruitment principle of the Company, CR Gas regards employees as its business partners and friends in life. It cares about and cherishes every employee, building a good development platform for them and actively helps them to strike a balance between work and life, in an effort to create a cohesive and passionate workforce.

### 僱傭管理

### EMPLOYMENT MANAGEMENT

華潤燃氣重視每一名員工的貢獻，深明吸納、培訓和留聘員工的重要性。本集團已制定《環境、社會及管治政策》及與僱傭相關的指引，規範各項僱傭管理工作。

CR Gas considers every employee's contribution vital and understands the importance of recruiting, training and retaining employees. The Group has formulated the Environmental, Social and Governance Policy and employment-related guidelines, which set out the standards for employment management.

僱傭制度 Employment System		
<b>薪酬及解僱 COMPENSATION AND DISMISSAL</b> <p>華潤燃氣建立薪酬管理指引，以員工表現、經驗和市場工資水平為標準，調整員工薪酬，確保競爭性。此外，本集團向表現優秀的員工發放花紅及授予獎勵。</p> <p>CR Gas has established the guidelines for remuneration management. The remuneration of employees is adjusted based on their performance and experience, and the prevailing market wage level in order to ensure that such remuneration remains competitive. In addition, the Group grants bonuses and incentive awards to outstanding employees.</p> <p>本集團透過制定僱傭合約保障勞資雙方，當中列明有關終止僱傭合約的條款和安排。</p> <p>The Group protects both the employer and employees through employment contracts, which set out the terms and the arrangement for termination of employment contracts.</p>	<b>招聘及晉升 RECRUITMENT AND PROMOTION</b> <p>本著「尊重人的價值、開發人的潛能、昇華人的心靈」為宗旨，華潤燃氣整合招聘制度和人力資源戰略，致力成為海納百川的學習型企業，並為不崗位和職級的員工提供完善的晉升階梯及廣闊的職業發展空間。</p> <p>Adhering to the philosophy of “respecting human value, developing human potential and sublimating human spirit”, CR Gas has consolidated its recruitment system and its human resources strategy, striving to become a learning enterprise just as “all rivers run into the sea”. Employees at various positions and levels are also offered a well-established career ladder and ample scope for career development.</p>	<b>工作時數及假期 WORKING HOURS AND HOLIDAYS</b> <p>華潤燃氣制定考勤和帶薪休假制度，規範工作時數及休息日安排，以員工的合法權益和促進員工保持工作與生活的平衡。</p> <p>CR Gas has formulated an attendance and paid leave system to regulate working hours and the rest day arrangement, thus safeguarding the legitimate rights of employees and promoting the work-life balance of employees.</p>



僱傭制度 Employment System		
<p><b>反歧視</b> <b>ANTI-DISCRIMINATION</b></p> <p>華潤燃氣不會因性別、殘疾、懷孕、家庭狀況、種族、膚色、宗教、年齡、性取向、國籍、學歷、工會會籍或其他條件差別對待員工。</p> <p>CR Gas does not treat its employees differently on the grounds of sex, disability, pregnancy, family status, race, skin color, religion, age, sexual orientation, nationality, qualification, union membership or other conditions.</p> <p>本集團亦已制定舉報機制，並確保所有舉報均獲公平處理。</p> <p>The Group has also set up a whistleblowing mechanism to ensure all concerns raised by whistleblowers are equally dealt with.</p>	<p><b>平等機會</b> <b>EQUAL OPPORTUNITIES</b></p> <p>華潤燃氣致力為員工提供一個平等機會的工作環境，確保在僱傭、培訓及職業發展等方面均提供平等機會。</p> <p>CR Gas strives to provide its employees with a working environment with equal opportunities to ensure that equal opportunities are given for employment, training and career development.</p> <p>本集團提倡性別平等，並確保男女工資和福利平等。</p> <p>The Group promotes gender equality to ensure equitable remuneration and welfare for men and women.</p>	<p><b>多元化</b> <b>DIVERSITY</b></p> <p>華潤燃氣尊重個人差異，並以此作為本集團發展的原動力，致力建立多元化的工作團隊。</p> <p>CR Gas pays due regard to individual differences, which is the driving force for the development of the Group, and endeavors to build diversified working teams.</p> <p>本集團聘用殘疾人士，並透過建立無障礙工作環境，推動傷健共融。</p> <p>The Group employs the people with disabilities and fosters social integration of able-bodied and disabled persons through the establishment of a barrier-free working environment.</p>
<p><b>待遇及福利</b> <b>BENEFITS AND WELFARE</b></p> <p>華潤燃氣為全體員工提供醫療保障和過節禮品，並為員工家屬購買商業保險。</p> <p>CR Gas provides all employees with medical protection and festival gifts, and maintains commercial insurance for family members of its employees.</p> <p>本集團為退休員工和生活有困難的員工提供各項支援性服務，包括定期舉辦職業培訓和文化活動。</p> <p>The Group provides retired employees and the employees in need with supporting services, including regular vocational training and cultural activities.</p>	<p><b>隱私保護</b> <b>PRIVACY PROTECTION</b></p> <p>華潤燃氣尊重和保護員工隱私。人力資源部專人統一處理員工檔案，透過加密存檔管理和設立員工信息查詢權限等方法，防止員工信息外泄。</p> <p>CR Gas pays due regard to and protects employee privacy. The human resources department has assigned personnel to specialize in managing a centralized database of its employees. The information on employees is prevented from leakage by way of, among others, encryption and setting up access authority to information on employees.</p>	



本集團致力於維護員工的合法權益，執行國家《中華人民共和國勞動法》、《中華人民共和國勞動合同法》等法律法規，營造多元平等的工作環境。同時，本集團亦遵守《中華人民共和國婦女權益保護法》，保障女性員工的工作條件。本年度，本集團及其員工均沒有發生與僱傭相關的違法違規個案。

The Group is committed to safeguarding the legitimate rights of employees. It implements the laws and regulations such as the Labor Law of the People's Republic of China and the Labor Contract Law of the People's Republic of China to achieve diversity and equality in the working environment. At the same time, the Group also complies with the Law of the People's Republic of China on the Protection of Rights and Interests of Women to improve the working conditions for female employees. During the year, no breach of the laws and regulations in relation to employment had happened to the Group and its employees.



華潤燃氣總部召開「五四」青年員工座談會  
The Head office of CR Gas organized a "May fourth" young staff conference





指標	Indicator	單位 Unit	2015	2016	2017
員工總人數	Total number of employees	人 Person	39,999	40,121	42,011
女性員工人數	Number of female employees	人 Person	14,179	14,444	15,434
新增就業人數	Number of new employees	人 Person	1,501	122	1,890
女性管理者比例	Ratio of female managers	%	28.00	25.20	24.7
殘疾人僱用人數	Number of disabled persons employed	人 Person	98	101	93
少數民族員工人數	Number of ethnic minorities employed	人 Person	1,005	1,020	1,087
員工流失率	Employee turnover rate	%	4.30	3.20	4.3
接收應屆畢業生人數	Number of fresh graduates employed	人 Person	685	771	866
勞動合同簽訂率	Coverage of labor contracts	%	100	100	100
社會保險覆蓋率	Coverage of social insurance	%	100	100	100
人均帶薪休假天數	Average paid leave days per person	天	9	11	11

## 勞工準則

華潤燃氣尊重人權，並於《環境、社會及管治政策》列明禁止以任何形式僱用童工和強制勞工。

在招聘過程中，本集團會對應聘者的年齡進行核查，確保應聘者符合當地法律規定的僱傭年齡標準，以避免招收童工。一經發現誤聘童工，本集團將立即停止其工作，並派人將其送回至監護人所在地。所有費用將由本集團承擔。

同時，本集團亦反對以任何理由或形式進行強迫性勞動，確保每一位員工自願工作和離職的權利。此外，本集團尊重員工的個人生活方式，工作之餘可隨時離開工作區域。

本集團遵守《中華人民共和國勞動法》及《禁止使用童工規定》等法律法規，保障員工的權利。本年度，本集團並無發現任何童工或強制勞工的違法違規個案。

## LABOR STANDARDS

CR Gas respects human rights. Employment of child labor and forced labor in any shape or form is forbidden as set out in the Environmental, Social and Governance Policy.

In the course of recruitment, the Group verifies the age of the applicants to make sure they meet the minimum age for employment as required under the local laws. Upon discovery of employment of any child labor by mistake, the Group will promptly cease his/her work and have him/her sent back to the location of his/her guardianship. The Group will bear all relevant costs incurred.

At the same time, the Group also opposes forced labor in any shape or form or for any reason and makes certain that each employee has the right to work or leave employment on a voluntary basis. Moreover, the Group pays due regard to the personal lives of employees, who may leave the working area at any time after working hours.

The Group complies with the laws and regulations such as the Labor Law of the People's Republic of China and the Provisions on the Prohibition of Using Child Labor to safeguard the rights of its employees. During the year, no breach of the laws or regulations in relation to child labor or forced labor was found to have happened to the Group.



## 健康與安全

### HEALTH AND SAFETY

燃氣業務屬高危工業，華潤燃氣一直視安全生產為其基本任務，以保障員工的健康與安全。本集團在《環境、社會及管治政策》訂明，以零工傷為目標，致力持續改善職業健康安全的管理和表現。

The gas business is a high-risk industry. CR Gas takes safe production as its underlying mission so that the health and safety of its employees are protected. As set out in the Environmental, Social and Governance Policy, the Group is committed to improving the management and performance of occupational health and safety, which is aimed at achieving zero work-related injuries.

預防及控制措施 Preventive and Control Measures		
<p>識別工作場所中的潛在健康及安全風險，以持續完善職業健康管理管理制度，並確保員工知悉其責任和權利。</p> <p>The Group identifies potential health and safety risks in the workplace to consistently improve the occupational health management system and ensure that employees are aware of their responsibilities and rights.</p>	<p>為員工提供充足安全防護備裝，減少員工在工作過程中可能遇到的風險。</p> <p>The Group provides employees with sufficient safety protective equipment to reduce the possible exposure of employees to the risks during the work.</p> <p>本集團為全體員工和特殊工種員工定期安排體檢。針對高危崗位，本集團實行輪換和強制休假，確保相關員工獲得充分休息。</p> <p>The Group regularly arranges health assessment for all employees and specialized employees. The Group introduces job rotation and mandatory leave for high-risk positions to ensure that the related personnel are given sufficient rest periods.</p>	<p>積極推廣企業安全文化，並透過舉辦安全培訓和講座，確保員工明白和遵循相關安全操作程序。</p> <p>The Group actively promotes a corporate safety culture and ensures that its employees understand and comply with the related safety operation procedures by holding safety training sessions and seminars.</p>



預防及控制措施 Preventive and Control Measures		
<p>制訂安全事故通報及處理機制，提高員工的安全意識，以減低和管理事故的影響和風險。</p> <p>The Group formulates a safety incident reporting and emergency mechanism and enhances the safety awareness of employees to reduce and manage the effects and risks of incidents</p>	<p>制訂安全事故應急預案，並安排定期演練，提高員工在安全事故中的應急處理能力。</p> <p>The Group formulates safety incident emergency plans and arranges regular drills to enhance emergency response of employees in safety incidents</p> <p>所有附屬公司須每年至少進行一次內部安全演練，每三年與當地政府合作開展綜合安全演練。有關應急演練的效果將作為集團年度安全評估的重要標準之一。</p> <p>All subsidiaries must have an internal safety drill at least once a year. A comprehensive safety drill will be held in cooperation with local governments every three year. The results of the emergency drills will be used as one of the important criteria for the annual safety assessment of the Group.</p>	<p>委任季度安全標兵和安全员，鼓勵員工積極參與安全建設工作。</p> <p>The Group appoints quarterly safety role models and safety officers and encourages employees to actively participate in safety construction</p>

此外，華潤燃氣重視員工的精神健康。本集團提供心理諮詢服務，讓員工提出在工作及生活中遇到的困難和煩惱，由專人就問題進行解答和回覆。本集團亦通過舉辦康樂活動，讓員工放鬆心情，平衡工作與生活。

In addition, CR Gas concerns itself with the mental health of its employees. The Group provides counseling services to enable its employees to voice their difficulties and concerns at work and in life, which will be addressed and dealt with by professionals. The Group also allows its employees to relax and strike a balance between work and life in the recreational activities held by the Group.

本集團力求保障員工在生產過程中的健康與安全，並遵守《中華人民共和國職業病防治法》及區域職業病防治條例等相關法律法規。本年度，本集團及其員工均沒有發生與健康與安全相關的違法違規個案。

The Group strives to safeguard the health and safety of its employees during the course of production and complies with the Law of the People's Republic of China on Prevention and Control of Occupational Diseases and the related laws and regulations such as local regulations on prevention and control of occupational diseases. During the year, no breach of the laws and regulations in relation to health and safety had happened to the Group and its employees.

本年度，本集團並無發現有關健康與安全的違法違規個案。

During the year, no breach of the laws and regulations in relation to health and safety was found to have happened to the Group.



## 培訓與發展

華潤燃氣重視員工職業生涯的發展，透過制訂《環境、社會及管治政策》和建立培訓計劃，支持員工完善其專業知識、加強其職業素養和拓展其職業道路。

本集團建立以華潤燃氣學院為主，五所區域培訓中心<sup>1</sup>為輔的人才培養體系，致力完成對本集團各崗位員工的培養。在人才培養過程中，本集團內部總結項目經驗，以進一步完善人才培訓體系，幫助員工提升專業水準和工作技能。

此外，華潤燃氣針對員工及業務所需定期開發新課程，以支援當前和未來的業務發展需要。

- 篩選儲備優秀的技術與管理人才進入本集團後備人才庫，為其特別規劃職業發展以及提供鍛煉平台
- 制訂為期三年的畢業生培養計劃，透過工作見習和經驗交流的方式，使畢業生熟悉工作流程，融入工作團隊，鍛煉工作能力，最終成為具備專業素養的合格員工

## TRAINING AND DEVELOPMENT

CR Gas concerns itself with the career development of its employees. It supports its employees to improve their expertise, enhance their professional quality and broaden their career path through the formulation of the Environmental, Social and Governance Policy and the establishment of training plans.

The Group is committed to accomplishing the training for its employees at various positions in the Group by setting up a talent training system based on CR Gas Institute, which is complemented by five regional training centers<sup>1</sup>. During the process of talent training, the Group internally sums up the project experience to make further improvement to the talent training system and help its employees enhance their professionalism and skills.

In addition, CR Gas regularly develops new training programs in light of its employees and its operations to support its current and future business development.

- Selecting and reserving excellent technical and management talents into the talent reserve of the Group and planning their career development and offering them a platform for training
- Formulating a three-year graduate training program to enable graduates to understand working procedures, integrate with working teams and upgrade their working capabilities through serving an apprenticeship and experience exchange, thereby turning them into professional and qualified employees.

<sup>1</sup> 分別為華北培訓中心、華中培訓中心、華東培訓中心、西南培訓中心以及華南培訓中心  
Namely Northern China training center, Central China training center, Eastern China training center, South West training center and Southern China training center.



指標	Indicator	單位 Unit	2015	2016	2017
人均培訓投入	Training investment per person	元 RMB	3,471	1,870	2,012
人均培訓時長	Training time per person	學時 Hour	66	69	87
員工培訓覆蓋率	Employee training coverage	%	100	100	100

### 案例：一線崗位技能達標認證項目

#### Case: Frontline Employee Skill Certification Program

為解決成員企業一線員工崗位工作標準不統一、培訓資源匱乏等問題，華潤燃氣於2015年1月份啟動「一線崗位技能達標認證項目」，旨在幫助所有一線員工明晰崗位工作標準，掌握本崗位應知應會內容，提高一線員工整體技能水平並建立起一套科學、客觀的工作評價體系。該培訓項目覆蓋華潤燃氣所有控股及參控股企業95%以上一線崗位，包括安全、輸配、場站、客服等相關崗位，考核正式員工及勞務派遣工約1.6萬人，整體通過率98.8%。

In order to resolve, among others, the issues of mixed job standards and lack of training resources of frontline employees in its member companies, CR Gas initiated the "Frontline Employee Skill Certification Program" in January 2015 to ensure that all frontline employees could grasp properly their respective job standards with proper on-the-job knowledge and skills, and improve their overall skill level through a scientific and objective appraisal system. The training program covered over 95% of frontline posts of all controlled and invested companies of CR Gas, including posts involving safety, transmission and distribution, terminal and customer service. Approximately 16,000 employees were assessed with a 98.8% passing rate as a whole.



## 員工關愛

華潤燃氣堅持以人為本，注重對員工生活的關懷，針對女性員工開展系列活動，積極幫扶困難員工及其家屬，致力於構建和諧奮進的組織氛圍。

**心理健康：**公司積極關注員工心理健康，組織開展EAP項目，以心理培訓、民主生活會、文化沙龍、員工座談會等多種方式，借用現代科技傳播手段，開展員工心理健康援助，引導大家學會運用科學的方法及時舒緩壓力，適時調整情緒。

## EMPLOYEE CARE

Being people-oriented and concerned for the lives of its employees is central to CR Gas's values. CR Gas has launched a series of activities for female employees, provided assistance for employees in hardships and their families, and dedicated its efforts to building an organizational climate of harmony and progression.

**Psychological health:** The Company is deeply concerned with the psychological health of its employees. It launched EAP programs and employee psychological health assistance with psychology training, meeting of democratic life, culture salon and employee forum through modern communication means. Employees are advised to timely relieve their pressure and adjust their emotions by using scientific approaches.

### 燃氣早知道：

EAP項目：即「員工幫助計劃」，是企業為員工設置的一套系統的、長期的福利與支持項目。通過專業人員對組織進行診斷、建議，對員工及其家屬提供專業指導、培訓和諮詢，旨在幫助解決員工及其家屬的各種心理和行為問題，提高員工工作效率。項目內容包括：壓力管理、職業心理健康、裁員心理危機、災難性事件、職業生涯、健康生活方式、法律糾紛、心理養生、拓展訓練、家長課堂等。

### CR GAS KNOWLEDGE:

EAP Program: The "Employee Assistance Plan" is a systematic and long-term welfare and support program for employees, under which professionals will provide diagnosis and advice to the organizations as well as professional guidance, training and consultancy to employees and their families, aiming to help employees and their families to resolve various psychological or behavioral issues and to enhance employees' efficiency at work. The program includes: stress management, occupational psychological health, downsizing-induced psychological crisis, catastrophic events, career path, healthy lifestyle, legal disputes, psychological health maintenance, outward bound and parent courses.



**職業安全：**公司積極進行工作場所職業危害因素檢測，不斷改善現場勞動作業環境；針對工作場所存在的職業危害進行公示和告知，定期進行職業健康信息交流、溝通與培訓，公佈有關職業健康管理制度文件及檢測結果；加強勞保用品的採購和管理，為各作業單位配備適當的安全防護設備，保障員工在生產運營過程中的安全；嚴格遵守《職業病防治法》及區域職業病防治條例，定期組織全體員工健康檢查、特殊工種體檢，並建立健康檔案，保障員工職業健康安全。

**Occupational safety:** The Company actively monitors occupational hazards at the workplace, continuously makes improvements to the on-site working environment, and releases announcements and notices regarding occupational hazards at the workplace. In addition, the Company regularly conducts occupational health information exchange, and conducts communication and training. Occupational health management system documents and examination results are also made available. The Company also enhances the procurement and management of labor protection supplies and furnishes each working unit with appropriate safe protection equipment to safeguard employees in the course of production and operation, and conducts regular physical examinations for all employees and check-ups for employees for special posts in strict compliance with the Law on Prevention and Control of Occupational Diseases and local regulations on prevention and control of occupational diseases. A system of health archive is set up to protect the occupational health and safety of the employees.

指標	Indicator	單位 Unit	2015	2016	2017
年度新增職業病和企業累計職業病	New occupational disease and accumulative occupational disease during the year	例 Case	0	0	0
體檢及健康檔案覆蓋率	Coverage for physical examination and health archiving	%	100	100	100

**關愛女性：**公司嚴格遵守《婦女權益保護法》等法律法規，不斷改善女性員工的工作環境和工作條件；落實女性員工孕產期、哺乳期休假規定，確保女性員工在「四期」可取得高於社會平均水平的福利；為女性員工提供平等的職業發展機會，確保女性員工享有與男性員工相同的薪酬福利；為女員工提供個性化福利，如為女性提供健身卡、舉辦生日會、組織三八節主題活動等。

**Care for women:** The Company strictly adheres to laws and regulations such as the Law on the Protection of Women's Rights and Interests and constantly makes improvements to the working environment and conditions of female employees. The Company grants due leaves to female employees during pregnancy, childbirth and breastfeeding period and ensures that they are to receive benefits above social average level during those periods. The Company provides equal career development opportunities for female employees, ensuring they receive the same level of remuneration and benefits as the male employees. Female employees are provided with customized benefits, such as gym card, birthday parties and Women's Day themed activities.





吉安華潤燃氣組織開展「三八」婦女節戶外徒步活動  
Women's Day outdoor trekking event organized by Ji'an CR Gas



慶祝第107個國際勞動婦女節廣場舞比賽  
Celebrating the 107th International Working Women's Day square dancing competition

**困難幫扶：**公司將困難員工幫扶作為一項系統、長期的工作，通過信訪接待、職業培訓、法律援助及生活援助等多種形式，為困難職工提供幫助。公司於2015年，建立困難員工輔助基金制度，專項用於幫扶困難員工，同時積極號召全體員工關愛幫助困難員工，構建團結互助的企業氛圍。

**Helping employees in hardships:** Helping employees in hardships has been a systematic and long-term task for the Company through channels such as petition reception, occupational training, legal aid and life aid to help employees in hardships. In 2015, the Company established the employee assistance fund system dedicated to relieving employees in hardships, while actively calling for all employees to provide a helping hand, thereby building a working environment of unity.



丹東華潤燃氣走訪慰問困難職工  
Dandong CR Gas visiting and aiding employees in need





2017年度員工幫扶情況統計表  
Employees that received assistance in 2017

幫扶項目	Assistance program	年度幫扶金額 (萬元) Amount of assistance for the year (RMB'0,000)
救助困難員工	Assisting employees in hardships	120
走訪慰問困難員工家庭	Visiting families of employees in hardships	80
資助困難員工子女入學	Financing the education of children of employees in hardships	60
救助患病員工	Assisting disease-ridden employees	130

**豐富生活：**公司積極開展豐富多彩的員工活動，包括籃球、足球、羽毛球等健身活動，員工生日會、文化沙龍、員工大講堂等文娛活動，使員工在緊張的工作之餘，放鬆身心，強健體魄，增強了員工歸屬感，幫助員工更好地平衡工作與生活；關愛退休職工生活，組織開展多樣化退休職工活動，讓退休職工們切實感受企業大家庭的關懷和溫暖。

**Enriching lives:** The Company launched a variety of employee activities including fitness (basketball, football and badminton) and recreational activities (birthday party, culture salon, employee lecture hall), providing employees with opportunities to put their minds at ease and maintain physically fit when not under pressure of work. Employees develop a stronger sense of belonging and are able to find a better balance between life and work. The Company also deeply cares about the livelihood of retired employees, organizing diverse retiree activities and embracing them like a family.



桓仁華潤燃氣員工徒步活動  
Employee hiking at Huanren CR Gas



丹東華潤燃氣員工羽毛球比賽  
Employee badminton game of Dandong CR Gas





成都華潤燃氣員工素質拓展  
Quality outward bound of Chengdu CR Gas



無錫華潤燃氣元宵喜樂會  
Lantern Festival Show of Wuxi CR Gas



退休職工重陽節登高  
Retired employees mountain climbing on Chung Yeung Festival



音樂劇《燃愛十年》  
A Decade of Burning Love (《燃愛十年》) musical

## 安全生產

華潤燃氣確立了「超越零責任，追求零事故」的安全目標，積極推進安全管理體系建設，加強安全排查和安全培訓，嚴格安全監督管理體系，深挖安全死角，致力於實現「成為中國燃氣行業安全標桿企業」的安全願景。2017年，公司安全生產總投入28,864萬元。

## SAFE PRODUCTION

CR Gas has set up the safety goal of “beyond zero responsibilities and pursuing zero accident”, actively consolidating the safety management system and enhancing safety checking and training, while shedding lights to all potential safety hazards so as to work hard to realize its vision of becoming the “safety benchmarking enterprise in the gas industry of China”. In 2017, the Company invested a total of RMB288,640,000 in safe production.



**(1) 安全管理**

華潤燃氣十分重視生產過程中的安全工作，建立具有自身特色的價值創造型安全管理體系，該體系主要由組織體系、制度體系、目標及責任體系、教育體系、風險控制體系、監督保障體系、文化體系、評價體系、應急管理與事故管理體系、體系建立與維護十大管理體系以及工程、場站、配屬、客戶管理四大行業化體系組成；制定《華潤燃氣城市綜合體燃氣安全運行管理指引》，推出《四位一體創新管控模式》，為做好城市綜合體燃氣安全管理探索新標準和管理模式；制定《鑄鐵管道安全評估辦法》《鋼製管道腐蝕安全風險評估辦法》，指導成員企業開展安全風險評估。2017年，公司根據華潤集團「兩高五有」管理要求，參考OHSAS18001、ISO14001、ISO9001等管理體系，借鑑GE等行業標桿企業EHS管理體系，對EHS管理進行全面梳理優化，新編與修訂體系文件64項。

**(1) Safety management**

CR Gas emphasizes safety in the production process and has established a unique value-creating safety management system, primarily comprising ten major management systems: the organizational system, the institutional system, the objective and responsibility system, the education system, the risk control system, the supervision and safeguard system, the appraisal system, the emergency management and accident management system, the systems development and maintenance mechanism, as well as the cluster of the four industry-oriented systems including engineering, terminal, attachment and customer management. CR Gas also formulates the Urban Complex Gas Safety Operation Management Guideline of CR Gas (《華潤燃氣城市綜合體燃氣安全運行管理指引》) and has inaugurated the Quaternary Innovative Management and Control Model (《四位一體創新管控模式》), while exploring new standards and models for gas safety management in urban complexes. The Company also set out the Safety Assessment Methods for Cast Iron Pipeline (《鑄鐵管道安全評估辦法》) and the Safety and Risk Assessment Methods for Corrosion of Steel Pipeline (《鋼製管道腐蝕安全風險評估辦法》) which form the safety assessment guidelines for its member companies. In 2017, the Company introduced comprehensive adjustments and optimization to EHS management and 64 system documents were added or revised, in accordance with the management requirements of "two high five have (兩高五有)" of China Resources Group and management systems such as OHSAS18001, ISO14001 and ISO9001 and with reference to the EHS management systems of industry benchmark enterprises such as GE.

**第一級  
Tier 1**

華潤燃氣控股《安全生產綜合應急預案》

Integrated Emergency Response Plan for Safe Production of China Resources Gas Group Limited

華潤燃氣控股預案  
Plan for China Resources Gas Group Limited

**第二級  
Tier 2**

公司級綜合應急預案

Company-level integrated emergency response plan

成員公司應急預案  
Integrated plan for member companies

**第三級  
Tier 3**

場站應急預案、管網應急預案、客戶服務應急預案、自然災害應急預案、突發公共事件預案、消防應急預案

Terminal emergency response plan, pipeline network emergency response plan, customer service emergency response plan, natural disaster emergency response plan, emergency public accident plan, fire control emergency response plan

成員公司各部分專項預案  
Special plans for each department of member companies

三層應急管理體系

Three-Tier Emergency Response Management System



**案例：應急處理保安全****Case: Emergency handling and safe protection**

2017年7月，吉林中東部普降大到暴雨，永吉遭受特大暴雨引發洪水災害。水災突發後，吉林公司有序應對，應急預案處理得當；華潤燃氣安全部相關同事趕赴吉林指導下一步搶險救災及恢復重建工作，並協調專家給予技術支持；北方大區第一時間成立應急救援小組，將救災物資送至吉林公司，並為吉林公司籌集捐款**90,132**元；吉東區域及時成立抗災指揮部，組織開展抗洪工作。19日吉林永吉再次遭受特大暴雨，但吉林公司未發生次生災害，無事故發生。

In July 2017, heavy rain battered central and eastern Jilin while Yongji suffered from floods resulting from an extraordinary rainstorm. Jilin company responded in an orderly manner and formulated appropriate emergency response plans. Responsible staff at the safety department of CR Gas arrived at Jilin to direct further rescue, relief and restoration works while providing technological support in coordination with experts. An emergency rescue team was immediately set up in the northern region to help bringing relief supplies and amass a donation of RMB90,132 for the Jilin company. A disaster relief headquarters was also timely set up in eastern Jilin to coordinate the battle against floods. On 19th July, Yongji, Jilin was struck by another rainstorm but Jilin company suffered no catastrophe this time and no accidents occurred.

**(2) 安全運營**

華潤燃氣積極將安全工作落到實處，確保員工有一個安心舒適的生活環境。持續開展總經理每月安全檢查和年度安全審核，發現安全隱患並跟進整改，降低企業安全風險，2017年，各企業總經理檢查**1,168**次，發現隱患**1,457**個，整改率**95.3%**，組織年度安全審核**119**家公司，平均分為**86.01**分，較2016年**84.3**分提高**2%**。通過調研、培訓、專家診斷等形式，逐步建立起薄弱幫扶機制，推動薄弱企業安全管理水平提升，2017年，華潤燃氣全年精準幫扶**39**家公司，安全審核成績整體提升**3.5%**，班組安全建設成績整體提升**5.2%**，供銷差整體下降**3%**；提升信息化水平，努力建設無人值守燃氣場站，降低一線工作人員安全風險；將老舊管道改造納入企業安全生產目標責任書控制目標進行監督和考核，並及時跟進管道改造進度，形成通報材料定期通報。

**(2) Safe operation**

CR Gas puts safe operation into practice to ensure a comfortable living environment for employees. The General Managers in charge of sustainable development conducted monthly safety inspections and annual safety reviews to help identifying potential safety hazards and conduct rectification to mitigate the Company's safety risk. In 2017, general managers made 1,168 inspections, identified 1,457 potential risks, 95.3% of which were rectified; annual safety reviews were carried out to 119 companies with an average score of 86.01, up by 2% as compared with 84.3 of 2016. An assistance mechanism was established through research, training and expert diagnosis to elevate management capacity for companies relatively weak in security. CR Gas provided targeted assistance to 39 companies in 2017, raising overall result in safety by 3.5% and the group safety construction result by 5.2%, while the overall difference between supply and sale dropped by 3%. CR Gas also upgraded its information level, and expanded the construction of unmanned gas supply stations and lowered the safety risks for frontline employees. Old pipelines were included in the control objectives for monitoring and evaluation under the safe production responsibility document of the Company and pipeline transformation was kept up in a timely manner reporting documents regularly issued.



指標	Indicator	單位 Unit	2015	2016	2017
安全生產投入	Investment Safe production	萬元 RMB'0,000	28,685	26,038	28,864
安全生產事故數	Number of safe production accidents	次 Time	0	0	0
員工傷亡人數	Employee casualties	人 Person	0	0	0
安全管理人員持證人數	Number of licensed safety management personnel	人 Person	2,183	2,211	2,485
註冊安全工程師人數	Number of registered safety engineers	人 Person	749	783	790

### (3) 安全宣教

華潤燃氣注重培養安全的企業文化，每3個月為一個活動周期，組織開展班組安全建設「六個一」活動，通過安全談論、演練、培訓、參觀等方式不斷提升員工的安全意識，提升公司的安全管理水平。

**安全演練：**各成員企業每年至少開展應急預案演練一次，每三年連同當地政府開展大型綜合應急預案演練一次，將應急預案管理作為年度安全審核重點項目。2017年，公司共開展應急預案演練2,593次，參加演練人員共計27,661人次。

### (3) Raising safety awareness

CR Gas pays close attention to nurturing a corporate culture that values safety, and organizes the “six ones” group safety construction activities every three months to constantly raise safety awareness among employees through discussions, drills, training and visiting, which elevates the Company’s safety management capacity.

**Safety drill:** Each member company conducts emergency response drill at least once per year and one large integrated emergency response drill in conjunction with local government every three years, with emergency response management regarded as a key item in the annual safety review. In 2017, the Company carried out a total of 2,593 emergency response drills which involved 27,661 participants in total.

#### 燃氣早知道

**A：**聽說華潤燃氣組織開展組安全建設「六個一」活動，這「六個一」具體內容有哪些呢？

**B：**提出一條安全生產合理化建議或創新亮點；組織一次不安全行為討論活動；組織一起安全生產事故案例討論活動；擔任一天／一周安全員；組織一次應急演練；評選一名季度安全標兵。

#### CR GAS KNOWLEDGE:

**A:** I have heard CR Gas organizing the “six ones” activity. What exactly does it entail?

**B:** A recommendation or new idea on rationalized safe production; a discussion session for insecure conduct; a case discussion on accidents in relation to safe production; as to be the safety officer for one day/ week; an emergency response drill; and the nomination of a model worker of safety quarterly.



**安全培訓：**通過「安全生產月」「安全教育片觀看」「安全知識學習」「安全管理培訓會」等活動，提升員工安全意識。2017年，華潤燃氣共投入1,345萬元，開展安全培訓763,359小時，共計258,865人次參與。

**Safety training:** The Company raises safety awareness among employees through events including “safe production month”, “film on safety educational film viewing sessions” and “safety management training sessions”. In 2017, CR Gas invested an aggregate of RMB13,450,000 in 763,359 hours of safety training with a total of 258,865 participants.



成都華潤燃氣開展燃氣洩漏事故應急演練  
Gas leak accident emergency response drill at Chengdu CR Gas



遂寧華潤燃氣聯合市城管局開展燃氣安全應急演練  
Joint gas safety emergency response drill of Suining CR Gas with the city urban management bureau



丹東華潤燃氣聯合消防部門開展應急演練  
Joint emergency response drill of Dandong CR Gas and the fire department

指標	Indicator	單位 Unit	2015	2016	2017
安全培訓投入	Safety training investment	萬元 RMB'0,000	1,256	1,138	1,345
安全培訓總時長	Total hours of safety training	小時 Hour	610,817	722,732	763,359
安全培訓參與人次	Participants of safety training	人次 Attendance	238,650	248,213	258,865
安全培訓覆蓋率	Coverage of safety training	%	100	100	100
安全應急演練次數	Number of safety emergency response drills conducted	次 Time	2,935	2,105	2,593



### (三) 堅持攜手並進，實現合作共贏

## Joining Hands for Win-Win Results

作為中國最大的城市燃氣運營商，華潤燃氣堅持誠信合規底線，依法保障股東權益；積極與政府、媒體、企業等夥伴開展跨界合作與交流，並將誠信經營與公平競爭理念貫徹至合作過程中；建立健全的採購制度，加強供應商管理，實施責任採購，攜手供應商共贏發展。

As the top urban gas operator in China, CR Gas upholds the principle of integrity and compliance and safeguarding shareholders' legal interests. CR Gas actively conducts cross-industry cooperation and communication with government, media and enterprises, and instilling the concepts of integrity in operation and fair competition into the course of operation, by establishing a healthy procurement system, enhancing supplier management, implementing accountable procurement and striving for a mutually beneficial development with suppliers.

#### 1. 合規管理

華潤燃氣確立「誠實守信」的核心價值觀，並以此為指導，積極加強合規體系建設，深入構築風險防範和懲防體系建設，不斷引領股東參與，規範信息披露，致力於實現「做得比說得好」的履責承諾。

##### (1) 誠信合規

誠信是華潤燃氣快速發展、基業長青的基石，是華潤燃氣「1+2+3」管理實踐的首要原則，也是華潤燃氣成為「中國第一，世界一流」燃氣企業的堅強保障。公司構築「總部—大區—成員公司」的三層誠信合規管理體系，制定包括《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》《華潤燃氣誠信合規十要十戒》等在內的誠

#### 1. COMPLIANCE MANAGEMENT

CR Gas has established the core value of being honest and trustworthy, under which it actively reinforces its compliance system construction, builds an in-depth risk prevention and punishment mechanism, continues to increase shareholder participation, sets standards for information disclosure and devotes itself to fulfill the commitment of "better done than said".

##### (1) Integrity and compliance

Integrity is the foundation upon which CR Gas is able to achieve rapid and sustainable development, the principal reason for the "1+2+3" management practice adopted by CR Gas, and a formidable support for CR Gas to have grown into the No. 1 gas enterprise in China and been counted among the world first class. The Company has established a three-tier integrity and compliance management system of "Headquarters – Region – Member Companies", formulated integrity and compliance management regulations including Integrity and Compliance Management Method of CR Gas (《華





誠信合規管理體系  
Integrity and compliance management system

信合規管理制度，為誠信經營實踐奠定良好的制度基礎；積極開展誠信合規培訓，各企業中層以上經理人全員簽署《誠信合規責任書》，並將誠信合規體系建設同經理人考核相結合，對違反誠信原則的經理人實行「一票否決制」。

潤燃氣誠信合規管理辦法》，Working System of Integrity and Compliance Officer of CR Gas (《華潤燃氣誠信合規專員工作制度》) and 10 Dos and Don'ts for Integrity and Compliance of CR Gas (《華潤燃氣誠信合規十要十戒》)，providing solid systematic foundation for honest operating practices. The Company actively conducts integrity and compliance training, and has all mid-level and above managers signing the Integrity and Compliance Responsibility Document (《誠信合規責任書》)，creating a link between the integrity and compliance system with manager appraisal, with managers in violation of the integrity principles being subject to “one-vote veto”.





**(2) 反貪腐**

華潤燃氣堅守誠實守信，並以此為指導方針，建立三級誠信合規管理體系，要求總部、大區以及各成員公司信守承諾、合規守法。所有中層以上的經理人員必須簽署誠信合規責任書，承諾依法治企，並遵守行業規範，重合同、守信譽、不賄賂和尊重公平競爭。此外，所有員工須遵從《環境、社會及管治政策》和《華潤燃氣誠信合規管理辦法》的規範，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有業務往來人士提供利益，以杜絕貪污、勒索、賄賂及洗黑錢等不法行為。為防止貪腐事件發生，本集團亦定期通過簡報和授課等方式向員工提供培訓，確保他們知悉相關守則。

為確保各個業務的運作均秉持高水平的道德操守，華潤燃氣已建立舉報、調查及處理懷疑不當行為的程序。任何人士均可以實名或匿名方式透過電話或郵箱提出舉報，本集團對舉報人士身份一律保密。針對違反相關規定的員工，本集團將根據事件影響和情節輕重程度，實行扣除獎金、解除職務、終止勞務合同的處罰措施。對於違反法律的行為，本集團將直接移交司法機關追究其法律責任。

本集團全力推動廉潔誠信的企業文化，要求所有員工遵守國家及營運所在地區的反貪腐法律法規，當中包括《中華人民共和國刑法》、《中華人民共和國反不正當競爭法》及其他適用的法律及規例。本年度，本集團及其員工均沒有發生與貪污相關的訴訟案件及違法違規個案。

**(2) Anti-Corruption**

CR Gas adheres to the principle of honesty and integrity and abides by it as a guideline. It has established a three-tier honesty and integrity management system, which requires the head office, regional companies and member companies to abide by their promises and the laws and regulations. All managers above the middle level are required to sign an honesty & integrity responsibility statement, to undertake to manage the companies according to the law and to abide by the code of practice for the industry, placing due emphasis on contract, credibility, anti-bribery and fair competition. In addition, in an effort to completely eradicate illegal acts such as corruption, extortion, bribery and money laundering, all employees are required to comply with the standards set out in the Environmental, Social and Governance Policy and the CR Gas Regulation on Honesty & Integrity (《華潤燃氣誠信合規管理辦法》), pursuant to which employees are strictly forbidden to accept or solicit any benefits from customers, suppliers, subcontractors or other persons affiliated with the Group's businesses. To prevent any incidents of corruption from ever happening, the Group also provides regular training for employees through, among others, presentations and lectures, ensuring their familiarity with the relevant codes.

To ensure a high level of ethical conduct is maintained across all business segments, CR Gas has established procedures for reporting on, investigating and handling of suspected wrongdoing. Any person may, whether under a real name or anonymously, report on any misconduct via phone or email. The Group keeps the identity of whistleblowers confidential. For the employees in violation of relevant regulations, the Group will impose punitive measures, including bonus deduction, removal from office or termination of labor contract, depending on the impact of the incident and severity of the case. For any illegal acts, the Group will directly refer the case to judicial authorities to ascertain the liabilities.

The Group strives to promote a corporate culture characterized by honesty and integrity, requiring all employees to abide by anti-corruption laws and regulations of the People's Republic of China and other regions where the Group operates, including the Criminal Law of the People's Republic of China, the Law of the People's Republic of China against Unfair Competition and other applicable laws and regulations. During the year, no action or breach of the laws or regulations in relation to corruption had happened to the Group or its employees.



**(3) 風險管控**

華潤燃氣結合審計、內控等項目開展全面業務流程梳理，對風險管控情況、效果再次評估，構築風險管理三道防線體系，從全面性、深入性多角度進行內控建設及優化，確保各類重大風險得到及時識別和有效管理，形成積極進取、穩健經營的風險管理文化。2017年，公司在法律風險梳理、法律風險防控方面取得重大進展，形成客服服務等法律風險點梳理成果3項，啟動7項全業務流程法律風險點梳理，發佈2項風險提示。

**(3) Risk management and control**

CR Gas has launched comprehensive business process management in respect of audit and internal control, reviewed the risk management status and results and built three lines of defense for risk management which advances internal control and optimization both horizontally and vertically, ensuring all types of material risks be timely identified and effectively dealt with, building a risk management culture characterized by enterprising and steady operation. In 2017, the Company achieved notable progress in legal risk management, prevention and control, streamlined 3 points of legal risk including customer service, launched 7 all service process points of legal risk and published 2 risk warnings.



風險管理三道防線體系  
Three lines of defense of risk management



**(4) 懲防體系**

華潤燃氣嚴格執行《反壟斷法》《反不正當競爭法》《價格法》等國家法律法規以及國家工商總局《關於禁止公用企業限制競爭行為的若干規定》，持續推進懲治和預防腐敗體系建設；范嚴格成員企業合同台賬及月報制度，確保成員企業合同法律審核率達100%；嚴格執行領導責任追究機制，制定《華潤燃氣信訪舉報受理及案件審查工作辦法》《華潤燃氣廉政談話實施辦法》《十大紀律》；設立專門舉報電話、郵箱，接收有關違規招標舉報，堅持「有案必查有腐必懲」，對於違規行為，堅持「三個一律」，即「一律處分、一律通報、一律曝光」；通過簡報、風險提示、指南、課堂授課等多種多樣的形式，向員工普及法律知識；通過抓住「關鍵少數」、層層落實責任、曝光典型問題等方式，加大問責力度。2017年，華潤燃氣無重大違法違紀違規事項。

**(4) Punishment and prevention system**

CR Gas strictly adheres to national laws and regulations including the Anti-Monopoly Law, Anti-unfair Competition Law and the Pricing Law as well as the Regulations on Prohibitions on Restrictive Competition Practices by Public Companies (《關於禁止公用企業限制競爭行為的若干規定》) promulgated by the State Administration of Industry and Commerce, continuing to advance the punishment and prevention system against corruption. CR Gas strictly regulates the contracts, ledgers and monthly reports of member companies, ensuring 100% compliance with contract laws. CR Gas also strictly implements the leadership accountability mechanism, formulating the Reception of Petitions and Complaints and Case Review Methods of CR Gas (《華潤燃氣信訪舉報受理及案件審查高工作辦法》), Incorrupt Governance Discussion Implementation Methods of CR Gas (《華潤燃氣廉政談話實施辦法》) and Ten Disciplines (《十大紀律》). Hotline and email were set up for the specific purpose of receiving complaints on irregular bidding, aiming to investigate on every case of corruption, and all illegal practices are subject to punishment, reported and exposed with no exceptions. Through briefing, risk warning, guidelines, courses and other means, legal knowledge are generally conveyed to employees. CR Gas is dedicated to apprehend the "critical few", implement responsibility on all levels and expose typical problems, so as to enhance accountability. In 2017, CR Gas did not have any material illegal, undisciplined or irregular matter.

指標	Indicator	單位 Unit	2015	2016	2017
經濟合同履約率	Performance rate of economic contracts	%	100	100	100
經濟合同審核率	Review rate of economic contracts	%	99.97	98.96	100



## 2. 股東權益

華潤燃氣嚴格遵守上市條例及證券市場規定，積極完善董事會建設，規範信息披露機制；強化股東參與，維護中小股東合法權益。

### (1) 公司治理

華潤燃氣構建並不斷完善董事會、監事會和經理層權責分明、各司其職、有效制衡、科學決策的體制機制，形成有效運轉的法人治理結構。董事局是最高決策機構，負責持續完善公司管理體系，維持高水平的管治標準，並對公司的戰略規劃、業務運營和經營業績負最終責任；董事會下轄審核委員會、薪酬委員會、提名委員會、投資委員會及企業管治委員會，共有董事11名，包含執行董事3名，非執行董事4名，獨立非執行董事4名，女性董事1名；企業管治委員會、審核與風險管理委員會、薪酬委員會主席均由獨立非執行董事擔任，每個委員會的主席定期向董事會匯報，並根據需要就討論事宜提出建議。

### (2) 信息披露

華潤燃氣遵守上市公司信息披露規範，按照真實、可靠的原則，及時、準確地披露相關信息，公平公正對待所有股東及投資者；建立健全《信息披露管理制度》《重大信息內部報告制度》《內幕信息知情人登記管理制度》《董事會秘書工作制度》等，為公開公正、

## 2. SHAREHOLDERS' RIGHTS AND INTERESTS

CR Gas strictly complies with the listing regulations and securities market regulations, actively enhances the establishment of the board of directors, and regulates the information disclosure mechanism. It strengthens the participation of shareholders and safeguards the legitimate rights and interests of minority shareholders.

### (1) Corporate governance

CR Gas has developed an effective corporate governance structure by establishing the board of directors, the board of supervisors and the management and constantly enhancing the structure and mechanism which specify their powers and responsibilities, ensure that staff is committed to their respective roles with effective counterbalance and make scientific decisions. The board of directors is the highest decision-making body responsible for the continuous enhancement of the Company's management system, while maintaining a high standard of governance and is ultimately responsible for the Company's strategic planning, business operations and business performance. The board of directors consists of an audit committee, a remuneration committee, a nomination committee, an investment committee and a corporate governance committee, comprising a total of 11 directors, which include three executive directors, four non-executive directors and four independent non-executive directors, among which, one of them is a female director. The corporate governance committee, audit and risk management committee and remuneration committee are all chaired by an independent non-executive director. The chairman of each committee shall report to the board of directors on a regular basis, and make recommendations based on the matters to be discussed.

### (2) Information disclosure

CR Gas complies with the information disclosure requirements of listed companies and discloses relevant information in a timely and accurate manner in accordance with true and reliable principles. All shareholders and investors are treated in an equal and fair manner. CR Gas has also established sound systems including the Management System of Information Disclosure, Internal Reporting System of Material Information, System of Registration for Owners



合法合規地披露信息提供強有力的制度保障；通過業績說明會、投資者調研、接受日常電話詢問、等方式，向中小股東介紹公司情況；定期編製、刊發《華潤燃氣中期報告／年度報告》及演示稿，更新上市公司官網上投資者關係管理專欄，及時披露與更新公司的信息；開設投資者互動交流的板塊，解答投資者諮詢。華潤燃氣在指定媒介上，規範地完成了29份公告的信息披露工作，未發生選擇性信息披露的情況，未有因信息披露而受證券監管部門懲處的情況。

### (3) 股東參與

華潤燃氣嚴格遵守上市條例及證券市場規定，不斷完善公司股東大會議事規則，強化及維護中小股東利益；不斷完善紅利分配政策，保障中小股東的投資收益權。2017年，華潤燃氣通過投資者會議，諮詢及電話會議等形式，與超過1,000名基金經理及分析員會面，向投資者介紹公司經營業績、發展戰略及最新業務情況。

of Insider Information, and the Work System of Board Secretary to provide a strong institutional guarantee for open, fair, legal and compliant disclosure of information. The Company presents its status to minority shareholders by way of performance briefing, investor investigation and answering inquiry phone calls, etc. The Company also prepares and issues the Interim Report/Annual Report of CR Gas and its presentation documents on a regular basis, and updates the investor relations management column on the official website of the listed company, in order to disclose and update the Company's information in a timely manner. An investor interactive section has been established to answer investors' inquiries. CR Gas issued 29 announcements on the designated media for information disclosure, as so required, and did not selectively disclose information, nor were they penalized by the securities regulatory authorities in relation to information disclosure.

### (3) Shareholder participation

CR Gas strictly complies with the listing regulations and securities market regulations, while continuously improving the rules of procedure for the general meeting, and enhancing and safeguarding the interest of minority shareholders. The Company also constantly improves its bonus distribution policy to protect minority shareholders' rights to investment returns. In 2017, CR Gas met more than 1,000 fund managers and analysts by way of investor conferences, consultations and conference calls to introduce investors to the Company's operating performance, development strategy and latest business status.

指標	Indicators	單位 Unit	2015	2016	2017
資產總額	Total assets	億港元 HK\$'00 million	598.96	596.75	687.64
營業收入	Revenue	萬元 RMB'0,000	2,708,501	2,851,401	3,418,850
淨利潤	Net profit	萬元 RMB'0,000	309,876	384,431	426,158
淨利潤報酬率	Rate of return on net profit	%	16.91	18.72	16.84
股東應佔淨利潤	Net profit attributable to shareholders	億港元 HK\$'00 million	28.40	32.90	36.54
每股收益	Earnings per share	港元 HK\$	1.30	1.51	1.68



### 3. 協同發展

華潤燃氣響應國家政策，與各地政府、企業建立戰略合作關係，積極拓展分佈式能源、LNG接收站、充電樁、售電、車船用氣等領域的合作，不斷延伸產業鏈；積極響應「一帶一路」倡議，探索海外業務發展。

#### (1) 戰略共享

2017年，華潤燃氣積極推進外部戰略合作共享；與中石化長城燃氣簽訂戰略合作框架協議，在開發燃氣市場、延伸天然氣產業鏈，以及終端燃氣發展方向研究、終端燃氣管理與運營體系建設、人才培訓體系建設、國際國內業務交流等方面開展合作；與湖南省天然氣攜手同行，深化擴大與湖南省天然氣公司在湖南地區的長輸管道、城市燃氣、加氣站等相關業務合作；參與大連燃氣集團項目改制，以優質、專業的服務，努力改善環境質量，為當地居民提供高品質生活；在福建、遼寧、廣東、雲南、浙江、安徽、重慶、吉林、四川9省完成11個項目公司註冊，持續推進項目投資併購，持續拓展城市燃氣合作項目。

### 3. COORDINATED DEVELOPMENT

In response to national policies, CR Gas has established strategic partnerships with local governments and enterprises to actively expand cooperation in fields including distributed energies, LNG receiving terminals, charging posts, power sales, and vehicle and vessel gas, thus continuously expanding the industry chain. The Company also proactively responds to the "Belt and Road" initiative by exploring the possibility of foreign business development.

#### (1) Sharing of strategies

In 2017, CR Gas played an active role in promoting the sharing of strategies and strategic cooperation with external parties. The Company entered into a cooperation framework agreement with Great Wall Gas under Sinopec to cooperate in terms of the development of gas market, the extension of the natural gas industry chain, the research of direction for the development of terminal gas, the management of terminal gas and establishment of its operation system, the establishment of employee training system as well as international and domestic business exchange. The Company worked in tandem with Hunan Province Natural Gas Company to deepen and expand their relevant business cooperation in Hunan region including the long gas pipelines, city gas and gas stations. The Company participated in the project restructuring of Dalian Gas Group, striving to improve the environment and provide quality life for local residents with quality and professional services. The Company completed registrations for 11 project companies in nine provinces, namely Fujian, Liaoning, Guangdong, Yunnan, Zhejiang, Anhui, Chongqing, Jilin and Sichuan, and pushed forward the investment, merger and acquisition of projects in an effort to further expand city gas cooperation projects.



無錫華潤燃氣與太平洋油氣東亞電力簽署管輸合同  
Wuxi CR Gas entered into a Pipeline Transmission Agreement with East Asia Power under Pacific Oil & Gas



### 案例：成都華潤燃氣成功「牽手」空港新城

#### Case: Chengdu CR Gas became a partner of Airport New Town

空港新城位於成都東南部，是國家戰略規劃確定的重大任務，也是成都市建設「五個城市」，落實「東進」戰略的重大舉措。成都華潤燃氣積極響應成都市政府「東進」號召，爭當政府「東進」戰略排頭兵，與港華燃氣、中石油簽署《空港新城（含天府國際機場）燃氣項目合作協議》。成立合資公司，充分利用各自在運營規模、管理經驗、資金及氣源保障等方面的優勢，以綠色發展理念為先導，積極落實政府發展規劃藍圖，為新城提供堅實的基礎保障和一流的配套服務。

Located in the Southeast of Chengdu, Airport New Town is a major task identified by the national strategic plan as well as a vital move for the construction of "five cities" and the implementation of "eastward expansion" strategy in Chengdu. In an active response to the call of "eastward expansion" by the Chengdu government, Chengdu CR Gas took the lead and entered into the Airport New Town (Tianfu International Airport included) Gas Project Cooperation Agreement" with Towngas China and CNPC. A joint venture was established to make full use of the companies' respective advantages in operational scale, management experience, capital and safeguarding of gas sources. Guided by the concept of green development, the joint venture actively implements the government's development and planning blueprints to provide the New Town with a solid foundation and excellent ancillary services.



**(2) 業務創新**

在行業監管變革、傳統業務投資轉型的背景下，華潤燃氣積極拓展各項新業務，謀求更多戰略合作，尋找新的利潤增長點，實現從燃氣供應商到綜合能源供應商轉型。

**分佈式能源：**在全國200餘座城市尋求項目合作機會，目前已在成都、無錫、淄博建成分佈式能源項目3個，簽約項目9個，新規劃項目10餘個，總裝機規模達170MW，為多個園區、酒店、醫院、製藥等綜合體提供冷、熱、電綜合能源供應服務，其中，淄博飯店分佈式能源項目已正式投入運營。

**充電樁：**利用華潤燃氣與經營地區公交集團良好的歷史合作關係，由加氣站業務向充電樁業務轉型，滿足客戶能源供應需求。杭州充電站已正式運營，為234台電動公交車提供充電服務，實現日均充電量約4.5萬度；南京華潤燃氣主動創新轉型，與南京公交集團合作成立充電樁公司，為南京地區公交車輛提供充電服務。

**(2) Business innovation**

Against the backdrop of industry regulatory reforms and transformation of investment in traditional businesses, CR Gas has actively expanded new businesses in an effort to seek more strategic cooperation, identify new profit growth points and achieve the transformation from a gas supplier to an integrated energy supply service provider.

**Distributed energies:** The Company has been seeking opportunities for project cooperation in more than 200 cities across the country. At present, the Company has completed three distributed energy projects in Chengdu, Wuxi and Zibo, and has nine contracted projects and more than 10 new planning projects, with a total installed capacity of 170 MW. These projects provide integrated cooling, heating and power energy supply service to numerous complexes including parks, hotels, hospitals and pharmaceutical companies. In particular, the distributed energy project of Zibo Hotel has been officially put into operation.

**Charging posts:** Leveraging its history of successful collaboration with bus groups in the regions where it operated, CR Gas has transformed its gas filling business to charging post business in order to satisfy customers' need for energy supply. The Hangzhou charging station has officially commenced operation, providing charging service for 234 electric buses and achieving an average daily charging capacity of approximately 45,000 units. Nanjing CR Gas took initiative in innovation and transformation and established a charging post company in cooperation with Nanjing Bus Group to provide charging service for buses in Nanjing.





**秸稈沼氣化綜合利用：**與華潤集團、華潤電力等華潤系企業，成立合資公司，共同探索秸稈綜合利用，華潤燃氣在部分區域可獲取氣源供應。

**車船用氣：**2017年，華潤燃氣投資2.06億元，建設17座加氣站，初次嘗試油、氣、電混合站，並探索岳陽、陸豐兩個船用氣試點項目。

**售電：**充分發揮自身客戶資源優勢，與華潤電力共同開展售電業務，目前已建成福建售電公司，並積極推動四川、河北、江西、河南、湖北、山東、江蘇、遼寧等地售電公司的組建。

**LNG接收站：**開展沿海沿江區域LNG接收站項目全面調研與接洽，以華東區域接收站為投資重點。

### (3) 海外建設

為響應國家戰略，實現公司國際化戰略目標，在華潤集團「雙擎兩翼」發展戰略的指引下，華潤燃氣持續研究和推動國際化業務。成立海外工作小組，積極探索海外氣源及城市燃氣項目，完成《華潤燃氣海外業務戰略分析報告》；通過與殼牌、韓國SK集團、日本丸紅等國際化能源集團建立合作關係，進一步拓展項目獲取渠道，積極尋找海外項目投資機會。

**Comprehensive utilization of straw biogasification:** The Company and certain China Resources enterprises including China Resources Group and CR Power have established joint ventures to explore the comprehensive utilization of straws. CR Gas gained access to gas supply in certain regions.

**Vehicle and vessel gas:** In 2017, CR Gas invested RMB206 million to build 17 gas filling stations, which was its first attempt at building an integrated oil, gas and power station, and explored two pilot projects using vessel gas in Yueyang and Lufeng.

**Power sales:** Giving full play to its advantages in customer resources, the Company has launched power sales business in collaboration with CR Power. At present, we have established Fujian Power Sales Company and are working on the establishment of power sales companies in regions including Sichuan, Hebei, Jiangxi, Henan, Hubei, Shandong, Jiangsu and Liaoning.

**LNG receiving terminals:** Taking receiving terminals in the Eastern China region as the investment focus, the Company has made comprehensive investigation, research and arrangements in relation to LNG receiving terminals in coastal and riverine areas.

### (3) Overseas construction

In response to the national strategy and to achieve the Company's strategic goal of international development, CR Gas continues its efforts in researching for and facilitating its international business under the guidance of "double engines, double wings", the development strategy of China Resources Group. The Company has established an overseas working group to actively explore gas sources and city gas projects overseas. The working group also completed an Analysis Report on Overseas Business Strategies for CR Gas. By establishing partnerships with international energy groups such as Shell, South Korea's SK Group, and Marubeni Japan, the Company has further expanded its channels of project acquisition and has actively sought investment opportunities for overseas projects.



**NG項目：**是英國國家電網集團剝離配氣資產成立新公司並出讓51%股權的公開招投標項目。華潤燃氣於2016年7月29日對NG項目正式立項，組成了43人的執行團隊，與其他合作夥伴組成聯合體，多次赴海外推動項目投標。雖然最終未能中標，但這次投標讓華潤燃氣熟悉了海外投資流程，為未來推動和實現海外戰略，奠定了良好的基礎。

**Naturgas項目：**Naturgas是西班牙第二大配氣商。華潤燃氣協助華潤資本推動西班牙Naturgas項目研究工作，完成項目初步研究報告及優勢風險分析報告，並報國新與華潤集團成立的合資公司審批通過，後因賣方臨時提價，該項目擱淺。雖然這次項目擱淺，但讓華潤燃氣更好地了解了海外業務項目。

#### 4. 供應鏈管理

本集團推行負責任採購，確保供應商在經營業務時始終遵守與華潤燃氣一致的原則和價值觀，藉此管理供應鏈的環境和社會的風險，以及在產品和服務生命週期的各個階段推廣可持續發展。華潤燃氣亦通過制定《環境、社會及管治政策》，明確其對供應商在環境保護、員工健康與安全、勞工準則以社會關懷等方面的期望。

本集團採立三級供應商篩選機制，確保供應商不僅提供優質工程物資和具備工程所需能力，亦已建立完善的環境、健康和安全管理。

**NG Project:** It is an open bidding project in which the National Grid Group of England stripped off its gas distribution assets and established a new company and sold 51% of its equity. The NG Project was officially approved by CR Gas on 29th July, 2016. An execution team of 43 people was formed in alliance with other partners to go on multiple overseas trips in order to facilitate the bidding for the project. Although we did not win the bid, CR Gas became more familiar with the procedures of making overseas investment after this bidding, laying a solid foundation for facilitating and realizing of our overseas strategies.

**Naturgas Project:** Naturgas is the second largest gas distributor in Spain. With the assistance of CR Gas, CR Capital Management pushed forward the research of Spain Naturgas Project and completed the preliminary study report for the project as well as the analysis report on advantages and risks, which were then reported to and approved by the joint venture established by Guo Xin and China Resources Group. However, the project was withheld as the seller raised the price at short notice. Although the project was withheld, CR Gas gained a better understanding in relation to overseas business projects.

#### 4. SUPPLY CHAIN MANAGEMENT

The Group implements responsible purchase to ensure that the suppliers apply common principles and shared values with CR Gas during their business operation, thereby managing the environmental and social risks of the supply chain and promoting sustainable development for each stage of the product and service life cycle. In addition, CR Gas has formulated the Environmental, Social and Governance Policy to clarify its expectations for suppliers in terms of, among others, environmental protection, employees' health and safety, labor standards and social concern.

The Group adopts a three-step supplier screening mechanism, ensuring not only that the supplier provides quality engineering materials and possesses requisite engineering capabilities, but has also established sophisticated environmental, health and safety management.



三級供應商篩選機制 Three-step Supplier Screening Mechanism	
初審 Preliminary review	所有有意投標的供應商須通過職業健康安全管理体系、環境管理体系，以及質量管理体系之認證 All potential bidding suppliers are required to have acquired certificates for occupational health and safety management system, environmental management system and quality management system.
考核 Assessment	供應商須通過現場考核，確保其生產流程、工藝及產品質量均符合既定環境和質量要求 Suppliers are subject to on-site assessment to ensure that their production procedures, craftsmanship and product quality are in line with the established environment and quality requirements.
評審 Appraisal	供應商須通過綜合評估，確保具備相關資質 Suppliers are subject to comprehensive evaluation to ensure that they possess relevant qualities.

此外，華潤燃氣已建立供應商履約及分級管理制度，並以供應商通過上述三個管理體系的比例和接獲與經濟、社會或環境相關的處罰數量為指標，規範供應鏈管理工作。本集團每年抽查供應商；本集團向不達標的供應商給予及時現場指導並要求整改，並淘汰持續未能符合達標的供應商。

華潤燃氣持續完善供應鏈管理制度，包括擴展招標制度至所有工程項目，以及按項目類別修改或制定質量控制標則。本年度，所有供應商均獲得上述職業健康安全、環境及質量三個管理體系的認證。本集團於本年度並沒有供應商接獲與經濟、社會或環境相關處罰的個案或因未能符合達標而淘汰的供應商。

Moreover, CR Gas has established a supplier performance and tiered management system and set out standards for supplier management, with the supplier's percentage of passing the above three management systems and the number of economic, social and environmental penalties it has received as indicators. The Group performs annual random inspections on the suppliers and provides prompt on-site guidance for substandard suppliers, requiring for rectification. The suppliers who have constantly failed to meet the standards will be terminated.

CR Gas continues to improve its supplier management system, including extending its tender system to all construction projects, and revising or formulating quality control guidelines for various categories of projects. During the year, all suppliers have obtained certificates for the abovementioned occupational health and safety management system, environmental management system and quality management system. During the year, no supplier of the Group received any penalty relating to economic, social and environmental issues or was dismissed due to failure to meet the standards.



## (四) 常懷感恩之心，傾情回饋社會

### Always Appreciative and Sincerely Giving back to the Community

在長期發展過程中，華潤燃氣常懷感恩之心，傾情回饋社會。公司聯動各成員單位，圍繞「扶貧助困、捐資助學、關愛特殊群體、志願服務」四大方向積極履行社會責任，努力做優秀企業公民，成為受人尊敬的企業。2017年，華潤燃氣社會捐贈總額共430萬港元。

During the course of our long-term development, CR Gas has always shown gratitude and given back devotedly. The Company utilizes every member unit to fulfill its social responsibilities in the four directions of "poverty alleviation, education aid, caring for groups with special needs and volunteer services", striving to become an outstanding corporate citizen and a respectable enterprise. In 2017, CR Gas donated a total of HK\$4.30 million to the society.

#### 1. 社區參與

華潤燃氣致力走進社區以此了解社區居民的真實需要，從而進行更為有針對性的社區投資計劃。本集團已制訂《移民安置規劃政策》，該政策涵蓋安置計劃、應急措施、風險管理等內容，以最大限度的降低由於管道建設等投資項目而導致的非自願移民現象所帶來的影響。同時，本集團亦希望透過能源基礎設施建設和與政府等機構的合作，為社區提供更為高效的能源並促進當地經濟的發展。

#### 2. 社區投資

華潤燃氣多年來關心社區發展，積極透過捐贈、參與慈善工作和義工活動，回饋社會。本集團設立以董事會為統籌部門、辦公室為執行部門、其他部門負責協助的三級社會責任組織體系。

#### 1. COMMUNITY ENGAGEMENT

CR Gas aims to step into the community and understand the real needs of the residents, in order to better position its community investment program. The Group has formulated the Resettlement Planning Policy, covering, among others, resettlement plans, emergency response and risk management, to minimize the impact of involuntary resettlement arising from investment projects such as pipeline construction. Meanwhile, the Group also hopes to advance community energy efficiency and boost local economic development through energy infrastructure construction and cooperation with agencies such as the government.

#### 2. COMMUNITY INVESTMENT

For many years, community development has been a matter of concern for CR Gas, which actively gives back to society through donations, participation in charity and volunteer activities. The Group has set up a three-tier social responsibility organizational system with the board of directors as the coordinator, the offices as enforcers and other departments as assistants.

部門 Department	負責內容 Responsibility	關注範疇 Matters of concern
董事會 Board of directors	負責社會責任工作的決策和審核 Decision-making and review on social responsibility works	扶貧助困 Poverty alleviation
辦公室 Offices	負責制定集團社會責任工作的政策、戰略和規劃等，並及時評估相關工作的執行情況 Formulating the Group's social responsibility policies, strategies and plans, as well as evaluating the implementation of relevant works on a timely basis	捐資助學 Education aid
其他部門 Other departments	負責配合董事會和辦公室的社會責任工作，並收集集團社會責任資料 Working in coordination with the social responsibility works of the board of directors and the offices as well as collecting information on the Group's social responsibility	關愛特殊群體 Caring for groups with special needs



### 3. 扶貧助困

華潤燃氣堅持對於貧困群體的支持，幫助其改善生活水平。為此，本集團參與貧困山村的產業扶持和受災地區的災後重建工作，努力提升當地的經濟發展。此外，華潤燃氣亦積極響應華潤集團的號召，參與華潤希望小鎮的建設工作，旨在改善貧困地區居民的生活環境、促進不同產業的快速發展和建立新型的經濟體系，使當地實現可持續發展。

### 3. POVERTY ALLEVIATION

The Company actively implements its social responsibilities as a state-owned enterprise, as the implementation of such responsibilities and duties are merely the proper response of a responsible enterprise. CR Gas helps impoverished communities improve their living standards, and firmly believes that in-depth engagement in poverty alleviation activities in impoverished villages aligns with supporting the industry. The Company gave active responses to the call of China Resources Group to participate in the construction of Hope Town, thereby giving a helping hand in revitalizing rural villages. The Company also offered support to disaster-stricken areas in a timely manner to help people in the affected areas rebuild their homes.



濟寧華潤燃氣走訪慰問貧困戶  
Jining CR Gas visited and expressed solicitude to poor households



#### 4. 捐資助學

華潤燃氣重視對教育的投資，積極投身貧困地區兒童的教育建設。二零一七年，集團組織員工前往四川省米易縣普威鎮雲峰小學和四川省資中市獅子鎮天恩小學等學校進行「慈善助學」的捐助活動，促進教育的公平發展。

#### 4. EDUCATION AID

CR Gas lays emphasis on investment in education and actively participates in education construction for the children in impoverished areas. In 2017, the Group organized its employees to participate in "Charitable Education Aids" donation activities at schools such as Yunfeng Primary School at Puwei Town, Miyi County, Sichuan and Tian'an Primary School, Shizi Town, Zizhong City, Sichuan to facilitate the fair development of education.



南昌華潤燃氣組織青年志願者開展定點定期愛心助學活動

Nanchang CR Gas gathered youth volunteers to launch regular student assistance events at targeted localities



## 5. 關愛特殊群體

華潤燃氣建立志願者服務隊伍，並結合當地實際情況開展志願者服務活動。除了安排志願者隊伍進入社區為居民介紹天然氣安全知識和燃氣具使用說明，華潤燃氣重視社會中孤寡老人、退伍軍人以及殘障人士等特殊群體的生活水平。本集團旨在通過慰問和捐助活動，免費為特殊群體提供生活必需品，改善他們的生活。本年度，志願者隊伍多次前往養老院和福利院，探望孤寡老人和退伍軍人等特殊群體，並為他們免費進行燃氣安全檢查、講解燃氣安全知識以及贈送燃氣安全手冊。

## 5. CARING FOR GROUPS WITH SPECIAL NEEDS

CR Gas has put together volunteer teams and carried out various volunteer service activities according to local real situations. Besides arranging for volunteer teams to enter communities and present to the residents the safety knowledge about natural gas and the use of gas appliances, CR Gas cares about the well-being of the groups with special needs such as the lonely elderly, veterans and the handicapped. Through visits and donation activities, the Group aims to provide necessities to the groups with special needs at nil consideration to improve their living. During the year, volunteer teams went to elderly homes and welfare homes for several times to visit the groups with special needs such as the lonely elderly and veterans, providing them with free gas safety inspection, teaching them about gas safety and giving away gas security manuals.



昆明華潤燃氣、雲南華潤燃氣、清潔能源公司參加昆明團市委、精神文明辦聯合主辦的「54KM的行走」活動，為先天性心臟病患兒籌集善款

Kunming CR Gas, Yunnan CR Gas and clean energy companies participated in the “54KM Walking For Heart” event, which was jointly organized by the Municipal Party Committee of Youth League in Kunming and the Spiritual Civilization Construction Office of Kunming so as to raise funds for children with congenital heart disease



無錫華潤燃氣在重陽節，給社區老人送溫暖  
Wuxi CR Gas on Chung Yeung Festival, giving warmth to the elderly in the community





白城華潤燃氣開展「關愛特殊兒童，成長與愛同行」活動，為90多名有聽力語言殘疾和智力障礙的特殊兒童送上祝福和關愛  
Baicheng CR Gas launched the "Caring for Special Children, Growing with Love and Friends" event and sent blessings and care to more than 90 special children with hearing and speech impairment and intellectual disabilities



鄭州華潤燃氣組織開展「兩學一做真誠服務感恩有你」主題情暖老兵社會回饋活動  
Zhengzhou CR Gas organized and launched a heartwarming event "Two Studies, One Action. Thankful for your Diligent Services" to give back to veterans

## 6. 志願服務

華潤燃氣倡導各成員企業建立員工志願者隊伍，結合地區實際積極開展各項志願者活動，回饋當地，用行動踐行「雷鋒精神」。2017年，公司員工志願活動達21,782人次。

## 6. VOLUNTEER SERVICES

CR Gas promotes the organization of staff volunteer teams among its member companies, and encourages them to actively organize volunteering activities in light of the actual situation of regions so as to give back to the local community and to put the "spirit of Leifeng" (which means serving wholeheartedly) in action. In 2017, 21,782 staff members attended volunteering activities.

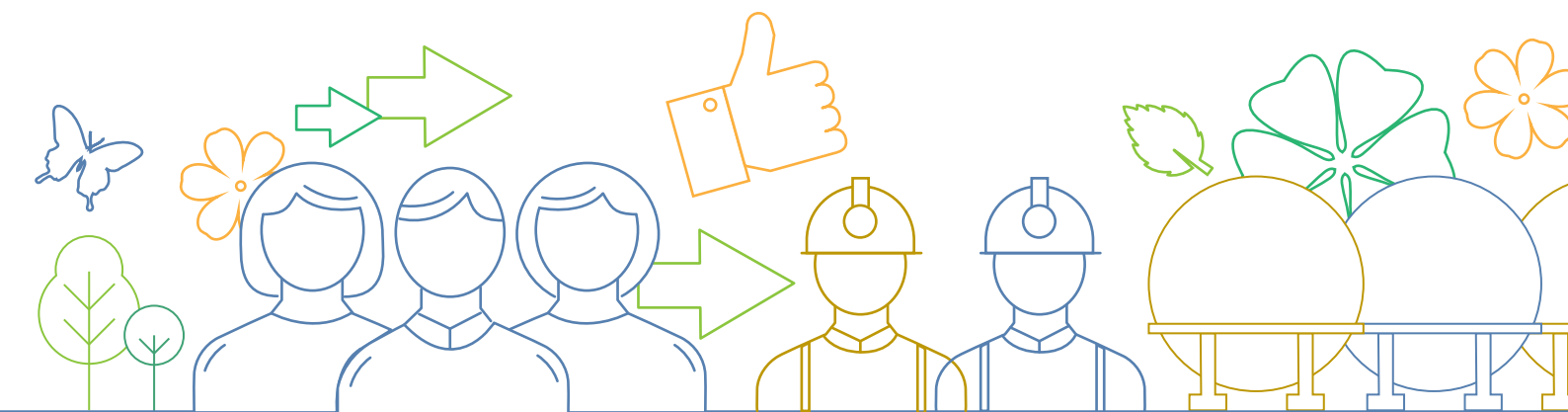
### 公益績效 Charity performance

指標	Indicator	單位 Unit	2015	2016	2017
社會捐贈總額	Total social donation	萬港元 HK\$'0,000	247.74	285.80	687.64
員工志願活動人次	Number of staff member participating in volunteering activities	人次 Attendance	14,990	15,330	21,782



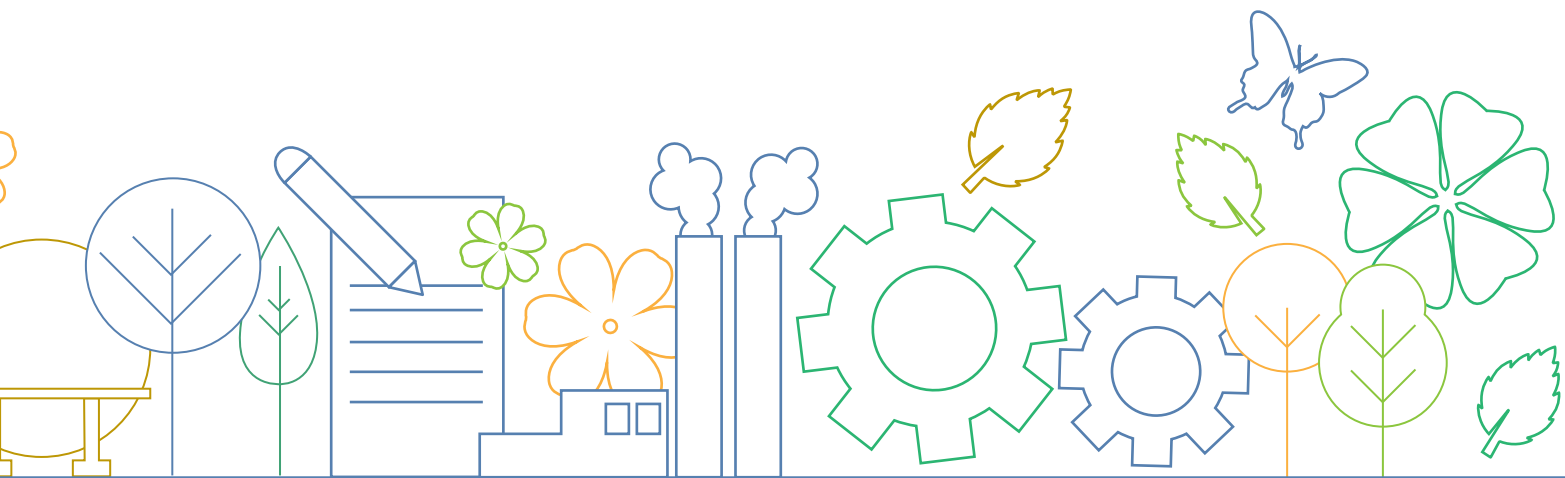


# 責任管理



秉持「說得比做得好」的企業承諾，華潤燃氣持續推進可持續經營體系建設，完善履責制度，攜手下屬企業一同履責；暢通溝通渠道，與利益相關方保持密切的聯繫；積極參與社會責任交流培訓，營造良好的履責氛圍。

# Responsibility Management



In line with the corporate commitment of “better done than said” , CR Gas continues to promote the construction of a sustainable management system, improve the accountability system, and join hands with its subsidiaries to fulfill their responsibilities, while opening up communication channels, maintaining close contact with stakeholders, and actively participating in exchange and training in social responsibility idea, creating a good atmosphere of responsibility.

## (一) 責任戰略

### Responsible Strategies

為了更好地落實企業社會責任工作，華潤燃氣結合企業文化，構建了完善的企業責任理念和社會責任戰略體系，並以此為指導，攜手客戶、員工、供應商等相關方，共同履行社會責任。

In order to better fulfill its corporate social responsibilities, CR Gas has established a sound corporate responsibility philosophy and a social responsibility strategy system with reference to its corporate culture. With this as a guide, we join hands with customers, employees, suppliers and other relevant parties to fulfil social responsibilities together.

企業使命 Corporate mission	提供專業、高效、親切的服務，供應安全清潔燃氣 To provide professional, efficient and thoughtful service, and to supply safe and clean gas 致力於改善環境質量，提升生活品質 Strive to improve the quality of environment and the quality of life 不斷追求卓越，實現股東價值、員工價值和社會價值最大化 To constantly strive for excellence, and to maximize shareholder value, employee value and social value
企業願景 Corporate vision	成為中國最受尊重的燃氣行業領導者 To become the most respected gas industry leader in China
戰略目標 Strategic goal	成為綜合實力「中國第一、世界一流」的燃氣企業 To become the leading world-class gas enterprise in China
企業承諾 Corporate commitment	做得比說得好 Better done than said



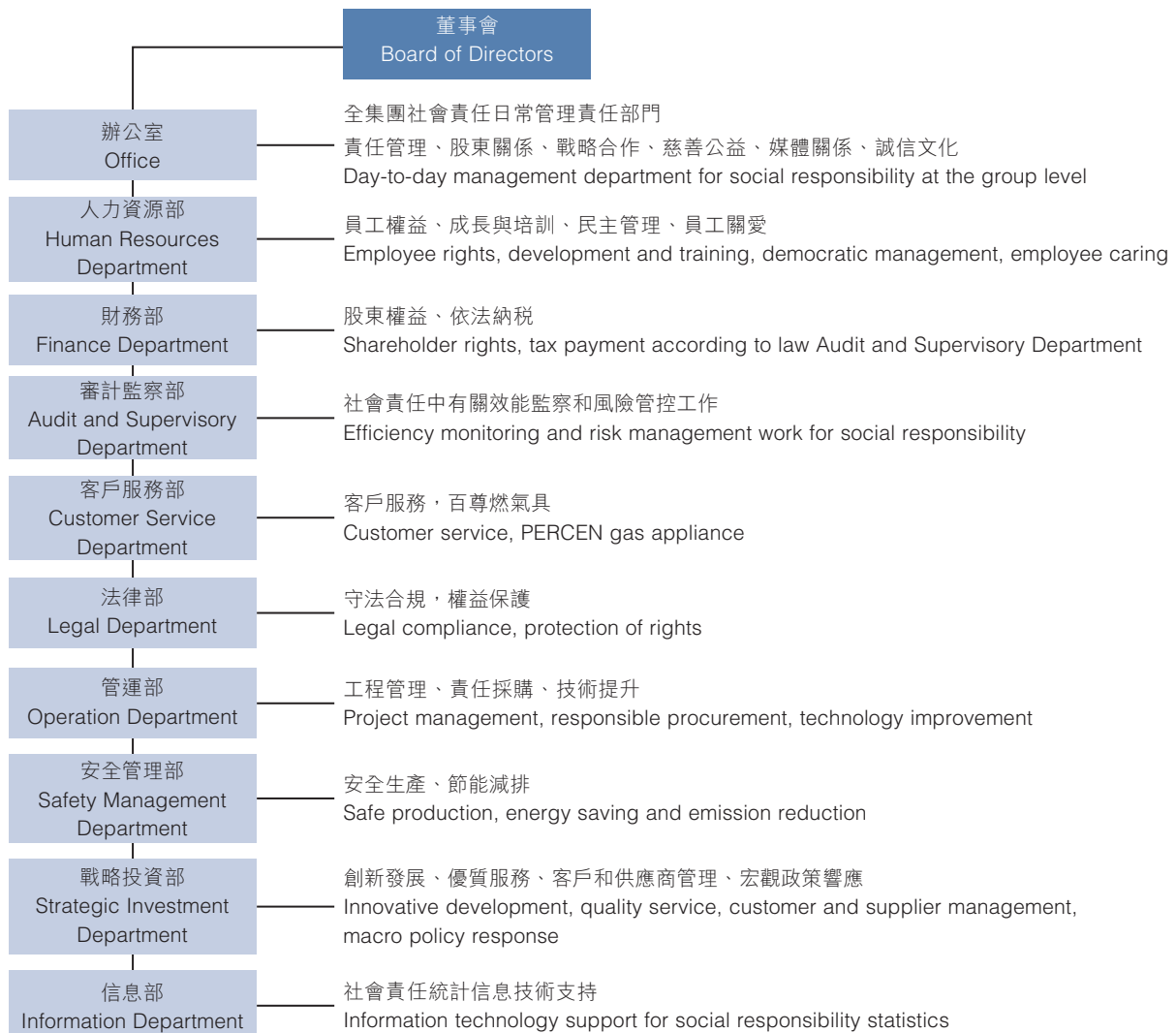
## (二) 責任治理 Responsible Governance

為了更好地履行社會責任，華潤燃氣構建了完善的社會責任組織體系，統一規劃公司社會責任工作。董事會為社會責任工作的統籌部門，負責社會工作的決策和審核；辦公室為社會責任工作的牽頭部門，負責研究公司社會責任管理的政策、治理、戰略、規劃等，審閱公司年度社會責任計劃及執行情況；其他部門為社會責任工作的配合部門，負責收集社會責任工作素材，協助編寫年度社會責任報告。

In order to better fulfill its social responsibilities, CR Gas has established a comprehensive social responsibility organization system for the overall planning of the corporate social responsibility work. The board of directors is the coordinating unit for social responsibility work, and is responsible for the decision-making and approval of social work; the directors' office is the lead unit for social responsibility work, and is responsible for researching the policy, governance, strategy, planning, etc. of corporate social responsibility management, as well as reviewing the Company's annual social responsibility plan and implementation status; the other departments are cooperating departments for social responsibility work, and are responsible for collecting materials for social responsibility work and assisting in the preparation of annual social responsibility reports.

為進一步加強社會責任組織體系，華潤燃氣將基於現有體系架構，構建可持續發展管治架構，以便協助董事會評估、釐定和管理環境、社會及管治相關的風險。

To further strengthen the social responsibility organization system, CR Gas will build a sustainable governance structure based on the existing system structure to assist the Board in assessing and determining risks related to environmental, social and governance.



### (三) 盡責營運

## Responsible Operation

作為國家主要的下游城市燃氣分銷商，華潤燃氣致力提供安全可靠的燃氣和專業優質的服務，並憑藉完善供應鏈體系和加強產品責任管理，實踐產品責任。

#### 產品責任

華潤燃氣相信，唯有以安全和誠信為原則，推行妥善產品責任管理，方可與客戶和社會共創價值。《環境、社會及管治政策》明確列出，本集團對保障客戶安全，向持份者提供準確且及時的資訊，以及保障和尊重消費者資料和私隱的責任。

#### 客戶健康與安全

城市燃氣管網遍佈全國多個城市、眾多社區。因此，一套全面且涵蓋整個生命週期的安全營運管理制度對保障員工、客戶以至大眾的健康與安全至關重要。華潤燃氣重視用戶的安全，並已制定《環境、社會及管治政策》及其他內部指引，列明有關燃氣和管道質量、事故預防和應急預案的管理方針和具體工作指引。

#### 燃氣和管道質量

華潤燃氣制定質量控制辦法，以確保燃氣和管道質量符合國家及地區標準。

As a major downstream city gas distributor in the People's Republic of China, CR Gas strives to provide safe and reliable gas and professional quality services, and puts product responsibility into practice through improving the supply chain system and strengthening product responsibility management.

#### PRODUCT RESPONSIBILITY

CR Gas believes that the only way to create value with customers and the society is to stick to the principle of safety and integrity and implement proper product responsibility management. The Environmental, Social and Governance Policy explicitly sets out the responsibilities of the Group to protect customers' safety, to provide accurate and timely information to stakeholders as well as securing and laying emphasis on consumers' information and privacy.

#### Customers' Health and Safety

The city gas pipeline network covers many cities and numerous communities in the People's Republic of China. As a result, a comprehensive safe operation management system is of great importance to the protection of health and safety of employees, customers and the public. CR Gas attaches importance to the safety of users, and has formulated the Environmental, Social and Governance Policy and other internal guidelines, specifying the management policy and specific work guidelines in relation to the quality of gas and pipelines, prevention of incidents and emergency plans.

#### Gas and pipelines quality

CR Gas has formulated quality control measures to ensure that the quality of gas and pipelines is in compliance with the national and local standards.

<p>定期監測天然氣加臭劑含量，確保天然氣質量符合國家及地區標準</p> <p>Monitoring the odorant content in the natural gas regularly to ensure that the quality of natural gas complies with the national and regional standards</p>	<p>在採購天然氣過程中，要求上游燃氣供應商提供獨立的燃氣質量報告</p> <p>Requiring upstream gas suppliers to provide independent gas quality reports during the purchase of natural gas</p>	<p>擴大上游供應商選擇範圍，以多氣源供氣模式滿足安全保障</p> <p>Widening the choice of upstream suppliers and securing the safety through multi-sourced gas supply</p>
<p>積極投資新技術、新設備，通過不斷升級天然氣供給系統，保證天然氣供氣的安全與穩定</p> <p>Investing in new technology and new equipment actively and ensuring the safety and stability of natural gas supply through continuous upgrade of natural gas supply system</p>	<p>聘用合資格的工程技術人員管理天然氣系統，保證系統運行穩定</p> <p>Recruiting qualified engineers and technicians to manage the natural gas system to ensure the stable operation of the system</p>	<p>定期進行天然氣管道檢查，確保及時修復或更換不合格管道</p> <p>Conducting natural gas pipeline inspection regularly to ensure timely repair and replacement of off-specification pipelines</p>



### 事故預防

在保證燃氣品質的前提下，華潤燃氣致力於提升員工及用戶的安全用氣意識，積極開展安全燃氣宣傳活動，以推廣和檢查天然氣的安全使用。華潤燃氣採取一年一次安檢的形式，對天然氣設備進行維護，並藉此機會向用戶普及天然氣的特點和安全知識，降低安全事故發生的風險。用戶亦可以透過專線申請維修；本集團將盡快派專人進行處理，保障用戶用氣安全。

此外，華潤燃氣積極開展社區安全燃氣宣傳活動，向廣大華潤燃氣用戶普及天然氣的安全知識，提升其安全意識。

### 應急處理

本集團建立以華潤燃氣控股、各成員公司、成員公司各部門為基礎的三級應急管理體系，並成立突發事故應急處理領導小組。本集團已按照情節輕重、事故類別，制定專門的事故處理程序，以確保及時處理燃氣事故，減少對社會及環境的影響。事故結束後，應急處理領導小組將對救援過程進行評估，識別應急體系中存在的風險，並推行相應的改善措施。本集團每年亦舉辦內部安全演練，提升員工處理應急事故的能力。

### 產品資訊

作為一間負責任的公用事業公司，華潤燃氣視為客戶提供充分和正確的安全資料和產品標籤為產品安全管理的一個延伸責任。本集團規定維修組人員有責任對用戶進行燃氣安全知識宣傳，並透過本公司網站向外部持份者（包括客戶、投資者和合作機構）提供完整、正確、充分和及時的資訊。所有廣告刊物、產品標籤和與業務相關的資訊必須經過本集團管理層審批。倘發現資訊內容失實或誤導，本集團規範由專職人員負責盡快修正及更換，以保障持份者的權益。

華潤燃氣積極完善其產品責任管理制度，並確保遵守《中華人民共和國產品質量法》等相關法律法規。本年度，本集團並無發現與產品責任（包括產品和服務的健康與安全、廣告、標籤及私隱）相關的違規個案。

### Incident prevention

On the premise of assurance of gas quality, CR Gas strives to raise employees and users' awareness of safe gas use, actively launching gas safety promotion campaigns to promote and inspect the safe use of natural gas. CR Gas maintains natural gas equipment in the form of annual safety inspection, thereby seizing the chance to promote the characteristics and safety knowledge of natural gas to users, so as to minimize the risk of safety incidents. Users can also submit repair application through the hotline, and the Group will promptly assign its staff to handle the case in order to secure the safe use of gas of users.

In addition, CR Gas actively launches community gas safety promotion campaigns to introduce safety knowledge about natural gas to CR Gas's users and enhance their awareness of safety.

### Emergency response

The Group has established a three-tier emergency management system based on CR Gas Group, its member companies and the departments of member companies, and an emergency response leadership group. The Group has formulated specific incident response procedures according to the degree of seriousness and categories of incidents to ensure that gas incidents are timely dealt with, so as to reduce the environmental and social impact. After the incidents, the emergency response leadership group will evaluate the rescue process, identify the risks of the emergency system and formulate corresponding improvements. The Group holds internal safety drill annually to enhance the staff's ability to deal with emergency cases.

### Product Information

As a responsible utility company, CR Gas treats the provision of sufficient and correct safety information and product labels as an extended responsibility of product safety management. The Group requires the staff of the maintenance section to promote gas safety knowledge among users, and provides external stakeholders (including users, investors and collaborating organizations) with complete, correct, sufficient and timely information. All advertisements and publications, product labels and business-related information must be approved by the management of the Group. In the event that the information is inaccurate or misleading, the Group will require its dedicated personnel to amend and replace such information as soon as possible so as to protect the interests of the stakeholders.

CR Gas has actively improved its product responsibility management system to ensure its compliance with the relevant laws and regulations such as the Product Quality Law of the People's Republic of China. During the year, no breach of regulations in relation to product responsibility, including the health and safety, advertisement, label and privacy of the products and services, was identified.



## (四) 責任溝通

### Responsible Communication

華潤燃氣取得的成就離不開利益相關方的支持，在長期的發展過程，中華潤燃氣致力於探索與利益相關方有效的溝通機制，增加與利益相關方互動。通過信息報送、專題匯報、戰略合作、股東會議、企業網站、滿意度調查、公益活動、媒體溝通等機制和方式，讓利益相關方及時了解公司生產、經營、發展等方面的信息；主動傾聽利益相關方訴求，並將相關方對公司的期望融入公司決策制定過程中，轉化為公司社會責任目標和行動；積極推動下屬企業舉辦「公眾開放日」活動，邀請政府職能部門、學生、社區居民、媒體、熱心網友、監督機構走進華潤燃氣，實地了解華潤燃氣生產流程、環保設施、環保投入及效果等。

The achievements of CR Gas are inseparable from the support of stakeholders. During the long-term development process, CR Gas is committed to exploring effective communication mechanisms with stakeholders as well as increasing interaction with them. Through mechanisms and methods such as information submission, special reports, strategic cooperation, shareholders' meetings, corporate websites, satisfaction surveys, public welfare activities, and media communication, stakeholders are able to keep abreast of the Company's production, operation, and development. CR Gas actively listens to stakeholders' appeals, and imbues their expectations into the decision-making process of the Company to ultimately transform them into corporate social responsibility goals and actions. CR Gas also actively promotes its subsidiaries to organize "public open day" activities, inviting government functional departments, students, community residents, media, enthusiastic netizens, and supervision agencies to visit CR Gas to understand the production processes, environmental protection facilities, environmental protection inputs and effects of CR Gas.

#### 利益相關方的關注點和企業的回應措施

#### Stakeholder concerns and corporate responses

利益相關方 Stakeholders	對公司的期待 Expectations for the Company	華潤燃氣的回應 Responses from CR Gas
政府 Government	依法合規經營 Compliant 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	成立誠信合規委員會 Established an integrity and compliance committee 開展安全文化建設 Carried out safety culture development 深化安全管理 Deepened safety management 保障穩定供氣 Guaranteed stable gas supply 環保指標滿足國家標準 Met national standards on environmental protection indicators
投資者 Investors	保障股東權益 Protection of shareholders' rights 公司持續盈利 Sustainable profitability 資金使用規範 Fund usage regulation	股東大會 Shareholders' meetings 定期發佈年報 Released annual reports regularly 內部審計 Internal audit 商業風險自評 Self-assessment to business risk



利益相關方 Stakeholders	對公司的期待 Expectations for the Company	華潤燃氣的回應 Responses from CR Gas
客戶 Customers	安全穩定供氣 Safe and stable gas supply 提供溫馨服務 Providing considerate service 繳費便捷 Convenient payment methods	提供充足、可靠、環保的燃氣 Provided adequate, reliable and environmentally friendly gas 用氣安全檢查和宣傳 Inspection and promotion of gas safety 設立「客服中心」 Set up "customer service centers" 完善客戶投訴管理 Improved customer complaint management 推出網上營業廳 Launched online business halls 開通支付寶、微信支付服務 Opened up Alipay and WeChat Payment services
員工 Employees	合法權益保護 Protection of legal rights 滿意的薪酬福利 Satisfactory remuneration and benefits 暢通職業發展通道 Smooth career path 職業健康安全保護 Occupational health and safety protection 舒適的工作環境 Comfortable working environment	依法簽訂勞動合同 Signed labor contracts according to law 足額繳納五險一金 Made full payment of five insurances and housing fund 開展各類培訓學習 Conducted various types of training 鼓勵人才內部流動 Encouraged internal transfers of employees 開展各類文體活動 Conducted various cultural and sports activities 推行職業健康計劃 Promoted occupational health plans 改善生產和辦公環境 Improved production and work environment
供應商 Suppliers	公平採購、誠信履約 Fair procurement and honest performance of contracts 戰略合作、實現雙贏 Strategic cooperation and achieving win-win results 長期合作 Long-term cooperation	開展陽光採購 Carried out "sunshine" procurement 誠信履行合約 Performed contracts with integrity 規範供應鏈管理 Regulated supply chain management 堅持誠信合規的商業道德 Adhered to business ethics of integrity and compliance 簽訂戰略合作協議 Entered into strategic cooperation agreements





利益相關方 Stakeholders	對公司的期待 Expectations for the Company	華潤燃氣的回應 Responses from CR Gas
環境 Environment	貢獻清潔能源 Contribution to clean energy 降低溫室氣體排放 Greenhouse gas emission reduction 資源循環利用 Resource recycling	污染物達標排放 Up-to-standard pollutants discharge 發展循環經濟 Developed recycling economy 倡導綠色辦公 Promoted eco-office 提供綠色燃氣具 Provided green gas appliances
社區 Community	扶貧助困 Poverty alleviation 捐資助學 Donations to schools 支援服務 Supporting services	參與社區共建 Participated in community co-building 支持慈善公益事業 Supported charitable cause

#### 案例：廈門華潤燃氣召開2017年媒體記者溝通交流會

#### Case: Xiamen CR Gas held the 2017 communication conference with media and reporters

2017年12月15日，廈門華潤燃氣召開2017年媒體記者溝通交流會，就華潤燃氣基礎設施建設、客戶服務等內容展開互動交流，來自廈門日報、廈門晚報、廈門廣播電台、廈門網等多家媒體的記者參加本次交流會，有效增進了華潤燃氣與利益相關方的溝通。

On 15th December, 2017, Xiamen CR Gas held the 2017 communication conference with media reporters to conduct interactive exchanges on aspects such as the infrastructure construction and customer service of CR Gas. Reporters from several media such as Xiamen Daily, Xiamen Evening News, Xiamen Radio and Xiamen Net participated in the communication conference and effectively facilitated the communication between CR Gas and stakeholders.



## (五) 責任能力 Capacity to Fulfil Responsibilities

華潤燃氣重視自身責任能力提升，積極組織和參與內外部社會責任相關會議、培訓，提升社會責任管理能力和報告編製人員的社會責任意識，增強對社會責任相關理論及報告編製標準、方法的理解和把握，為進一步推動公司及下屬各單位履責實踐和提升報告質量奠定基礎。此外，公司還開展了《華潤燃氣社會責任價值評估》課題研究，提出社會責任項目應遵循戰略性、有效性、公眾性和可持續性四大原則，建立「項目與公司戰略的相關性」和「項目質量」兩個維度的社會責任項目評估體系，對華潤燃氣社會責任項目現狀進行分析，並提出針對性改進意見及建議。

CR Gas attaches great importance to enhancing its own responsibility capacity, actively organizes and participates in internal and external social responsibility related meetings and training, enhances social responsibility management capabilities and the awareness of social responsibility of report preparers, and enhances understanding and control of social responsibility related theories and the standards and methods for the preparation of the report, thus to lay the foundation for further promoting the Company and its subsidiaries to fulfill their responsibilities and improve the quality of reports. In addition, the Company also carried out a research project on the evaluation of the value of CR Gas's social responsibility, and proposed that the social responsibility project should follow four principles, namely strategy, effectiveness, publicity and sustainability, and establish a two-dimension social responsibility project evaluation system of "relevance between the project and corporate strategy" and "project quality" to analyze the status of CR Gas's social responsibility projects and to propose targeted suggestions for improvements.



華潤燃氣參與中國企業社會責任報告集中發佈儀式

CR Gas participated in the Corporate Social Responsibility Reports Joint Publication Ceremony



## (六) 議題分析

### Analysis of Issues

為增強報告的針對性和回應性，華潤燃氣通過對標國際和國內最新相關標準，對利益相關方關注的問題進行調研，識別和篩選出最具實質性的年度關鍵議題，並繪制實質性議題矩陣，指導公司有目標地開展社會責任工作。

In order to enhance the pertinence and responsiveness of the report, CR Gas conducted research on stakeholder concerns in accordance with the latest relevant international and national standards, further identified and screened the most substantive annual key issues, which were drawn in a matrix to guide the Company to carry out social responsibility work in a targeted manner.

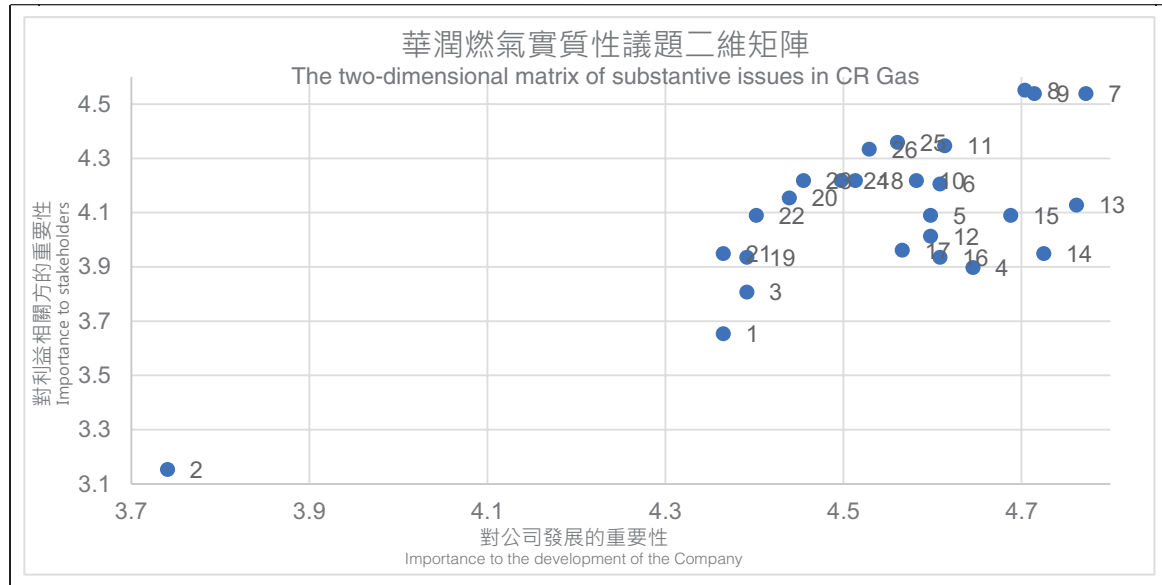
<b>背景分析</b> <b>Background analysis</b>	<p><b>政策趨勢分析：</b>深入解讀國家宏觀政策及2017年能源行業相關政策法規，理解能源及燃氣行業可持續發展趨勢。</p> <p><b>Policy trend analysis:</b> In-depth interpretation of national macroeconomic policies and related energy industry policies and regulations in 2017 to understand the sustainable development trend of the energy and gas industries.</p>
	<p><b>報告標準分析：</b>梳理國內外社會責任標準，把握最新可持續發展議題管理標準及信息披露要求。</p> <p><b>Report standard analysis:</b> To sort out domestic and international social responsibility standards, and to keep abreast of the management standards and information disclosure requirements for sustainable development issues.</p>
	<p><b>優秀企業對標：</b>選取國內外社會責任優秀企業，深入進行實質性議題對標，分析確定燃氣行業熱點議題及自我差距。</p> <p><b>Excellent company benchmarks:</b> To select domestic and international corporates with high social responsibility to conduct in-depth benchmarks on substantive issues, and to analyze and identify hot issues in the gas industry and the gap between the Company and those benchmark companies.</p>
	<p><b>相關方期望分析：</b>以訪談和問卷調查形式了解華潤燃氣利益相關方關注的問題，分析發現利益相關方最關心的重點議題。</p> <p><b>Stakeholder expectations analysis:</b> To understand the concerns of CR Gas stakeholders in the form of interviews and questionnaire surveys and to analyze the most concerned key issues of them.</p>
	<p><b>公司發展戰略：</b>結合華潤燃氣發展戰略，識別對華潤燃氣發展意義重大的關鍵議題。</p> <p><b>Company development strategy:</b> To identify key issues that are of significance to the development of CR Gas in conjunction with the development strategy of CR Gas.</p>



<b>議題的初步確定</b> <b>Preliminary determination of the issues</b>	<p>通過梳理國內外社會責任標準、公司發展戰略規劃和公司實踐，並結合各利益相關方關注點，確定26項華潤燃氣相關的社會責任議題。</p> <p>To identify 26 social responsibility issues related to CR Gas by reviewing domestic and international social responsibility standards, corporate development strategic plans and company practices, as well as combining stakeholder concerns.</p>
<b>議題評估</b> <b>Evaluation of the issues</b>	<p>根據初步梳理出的26項社會責任議題，制定華潤燃氣社會責任報告實質性議題分析問卷，並向內外部利益相關方實施問卷調查。</p> <p>Based on the 26 social responsibility issues that have been streamlined, a questionnaire on substantive issues for CR Gas social responsibility report was compiled and a questionnaire survey was conducted with internal and external stakeholders.</p>
<b>議題篩選</b> <b>Screening of the issues</b>	<p>根據調查結果，以「對公司發展的重要性」「對利益相關方的重要性」兩個維度，建立實質性議題分析矩陣，對議題進行優先等級排序，並對篩選出的議題進行審核，確定公司社會責任實質性議題。</p> <p>In accordance with the results of the survey, an analysis matrix for substantive issues was established with two dimensions of “the importance to the development of the Company” and “the importance to stakeholders” to prioritize the issues, and to review the selected issues to determine the substantive issues for social responsibilities of the Company.</p>
<b>議題審核</b> <b>Review of the issues</b>	<p>將實質性議題轉化為報告的內容，制定報告內容的初步框架，並對報告內容框架進行內外部審核。</p> <p>To translate the substantive issues into the content of the report, to develop a preliminary framework for the content of the report and to conduct internal and external reviews of the report framework.</p>



## (七) 責任榮譽 Honors in responsibility



- |  |  |   |  |
|--|--|---|--|
| 1. 持續穩定回報                                    | 8. 加強應急管理  | 15. 促進員工成長                              | 22. 積極融入社區   |
| 2. 強化股東參與                                    | 9. 開展安全檢查  | 16. 暢通發展渠道                              | 23. 降低生產能耗   |
| 3. 深化自主創新                                    | 10. 完善管道建設                                       | 17. 幫扶困難員工                              | 24. 倡導節能減排   |
| 4. 完善公司治理                                    | 11. 暢通服務渠道                                       | 18. 公平透明採購                              | 25. 推廣清潔能源   |
| 5. 懲治貪污腐敗                                    | 12. 職業健康管理                                       | 19. 加強跨界合作                              | 26. 資源高效利用   |
| 6. 強化風險管理                                    | 13. 保障員工權益                                       | 20. 支持社會公益                              |  |
| 7. 保障供氣穩定                                    | 14. 關愛員工生活                                       | 21. 倡導志願服務                              |  |
| 1. Sustainable and stable return             | 8. Strengthening emergency management            | 15. Promoting employee development      | 22. Integrating into the community actively          |
| 2. Strengthening shareholders' participation | 9. Conducting safety inspections                 | 16. Opening up development channels     | 23. Reducing energy consumption during production    |
| 3. Deepening independent innovation          | 10. Improving pipeline construction              | 17. Helping employees in hardships      | 24. Encouraging energy saving and emission reduction |
| 4. Improving corporate governance            | 11. Opening up service channels                  | 18. Fair and transparent procurement    | 25. Promoting clean energy                           |
| 5. Punishment on corruption                  | 12. Occupational health management               | 19. Strengthening crossover cooperation | 26. Efficient utilization of resources               |
| 6. Strengthening risk management             | 13. Protecting rights and interests of employees | 20. Social welfare support              |  |
| 7. Guaranteed stable gas supply              | 14. Care for employees' lives                    | 21. Encouraging volunteer service       |  |



多年來，華潤燃氣獲得了來自社會各界利益相關方的廣泛認可，2017年華潤燃氣及其下屬公司在誠信合規、安全生產、客戶服務、員工關愛、社會公益等領域獲得多項榮譽，入選「普氏能源資訊全球能源企業250強」第134名；獲「2017年度中國社會責任百人論壇－責任新秀獎」；在北京舉行的第十四屆中國土木工程詹天佑獎頒獎大會上，鄭州市天然氣利用工程作為唯一的燃氣工程項目獲詹天佑大獎；獲國際信貸評級公司穆迪、標普和惠譽確認投資級的信貸評級Baa1、BBB+和BBB+；在華潤集團2017年經理人年會上，獲「現金增長獎」；在華潤集團召開的「健康發展、全員參與」EHS大會上，獲8項卓越EHS獎。

Over the years, CR Gas has been widely recognized by stakeholders in the society. In 2017, CR Gas and its subsidiaries received a number of honors in the areas including integrity and compliance, safe production, customer service, employee caring and social welfare. The Company was ranked the 134th in “Platts Top 250 Global Energy Company Rankings” and won the “2017 China Social Responsibility 100-People Forum – Responsible New Talent Award”. Moreover, at the 14th Awards Presentation Ceremony of China Tien-Yow Jeme Civil Engineering Prize held in Beijing, Zhengzhou Natural Gas Utilizing Project was the only gas project winning the Tien-Yow Jeme Prize. CR Gas also received investment grade credit ratings Baa1, BBB+ and BBB+ from international credit rating agencies Moody’s, S&P and Fitch; was awarded “Cash Growth Award” at the 2017 annual managers’ meeting of China Resources Group; and won 8 EHS Excellence Awards at the “Healthy Development, Full Involvement” EHS Conference held by China Resources Group.



鄭州市天然氣利用工程榮獲第十四屆中國土木工程詹天佑大獎  
Zhengzhou Natural Gas Utilizing Project won the 14th China Tien-Yow Jeme Civil Engineering Prize

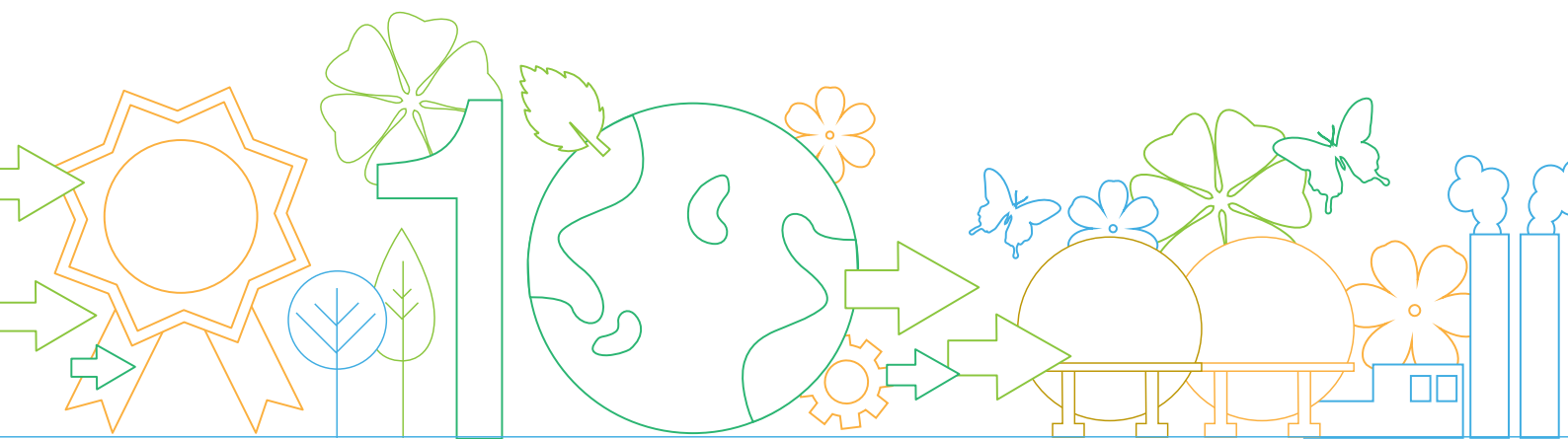


華潤燃氣榮獲「2017年度中國社會責任百人論壇——責任新秀獎」  
CR Gas was awarded “2017 China Social Responsibility 100-People Forum – Responsible New Talent Award”



# 未來展望

Future  
Prospect



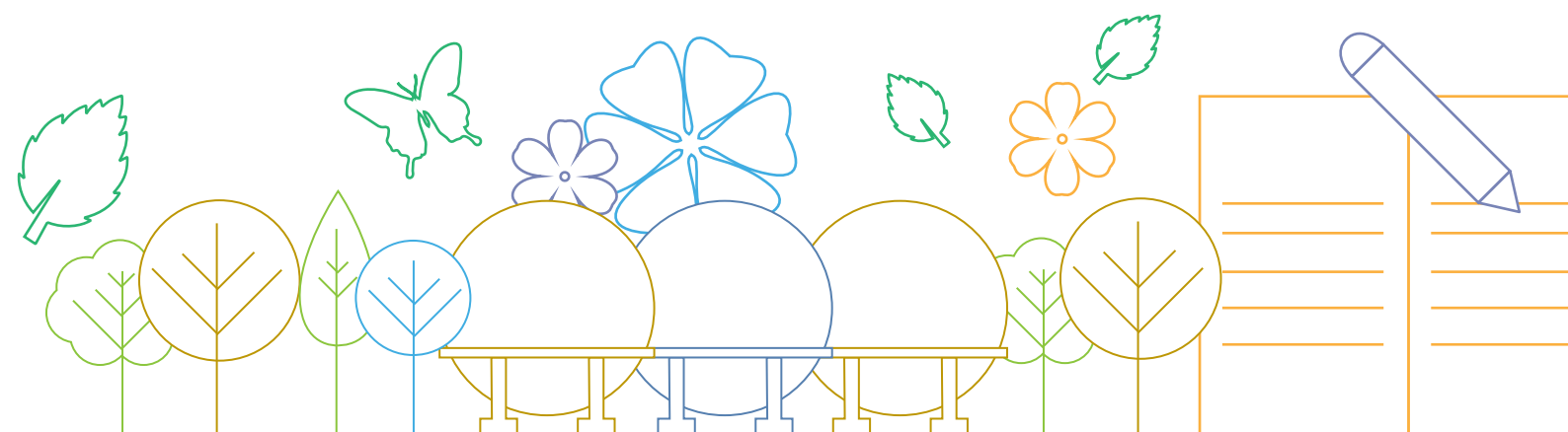
過去十年是中國經濟蓬勃發展的十年，華潤燃氣積極參與到中國經濟的改革與發展，抓住天然氣發展的黃金十年，從無到有，實現了跨越式發展。未來十年，華潤燃氣將持續實干興業，迎難而上，攻堅克難，以昂揚的斗志和飽滿的工作激情，續寫華潤燃氣更加精彩的華章，致力於實現「中國第一、世界一流」的夢想。

The past decade has been a decade of flourishing economic development in China. CR Gas has actively participated in the reform and development of China's economy. It took advantage of the golden decade of the development of natural gas and has achieved leaps and bounds since its inception. In the next ten years, CR Gas will continue to work hard, face challenges, overcome difficulties, write more splendid chapters of CR Gas with high morale and full passion, and strive to achieve its dream to become the leading world-class gas enterprise in China.





# 關於本 報告



# About this Report



## 關於本報告

### About this report

華潤燃氣控股有限公司自二零一七年起透過年報發表環境、社會及管治報告<sup>1</sup>。本報告為本公司首次發佈獨立的《環境、社會及管治報告》，以更全面且客觀的方式匯報本集團在環境管理和社會責任議題的政策、措施和績效，讓各持份者瞭解本集團對可持續發展的工作進程和發展方向。本報告以中文和英文編撰，並已上載至香港聯合交易所有限公司（「聯交所」）及本公司網站 [www.crcgas.com](http://www.crcgas.com)。

China Resources Gas Group Limited has issued its Environmental, Social and Governance Report<sup>1</sup> through the annual report since 2017. This report is the first separate Environmental, Social and Governance Report of the Company aiming to report the policies, measures and performance of the Group in relation to the issues of environmental management and social responsibilities in a more comprehensive and objective manner, so as to allow stakeholders to understanding the progress and development direction of the sustainable development of the Group. This report has been prepared in both Chinese and English and uploaded to the website of The Stock Exchange of Hong Kong Limited (the “Stock Exchange”) and the Company’s website at [www.crcgas.com](http://www.crcgas.com).

## 報告範圍

### REPORTING SCOPE

本報告匯報本集團之核心業務，即銷售及分銷氣體燃料及相關產品業務，在二零一七年一月一日至二零一七年十二月三十一日（「本年度」）之環境、社會及管治表現，該業務佔本集團總收益約64%。

This report reports on environmental, social and governance performance of the core business of the Group, namely sale and distribution of gas fuel and related products during the period from 1st January, 2017 to 31st December, 2017 (the “Year”), which accounted for approximately 64% of the Group’s total revenue.

目前，本報告並未有覆蓋本集團所有業務（包括燃氣接駁、銷售燃氣器具、設計及建設服務，以及加氣站）及營運地點，且匯報之環境及社會關鍵績效指標只涵蓋本集團位於中國內地八個區域中心總辦公室之營運。本集團正在不斷提升內部資料收集程序，並將逐步擴大披露範圍至覆蓋所有營運。

Currently, this report does not cover all businesses (including gas connection, sale of gas appliances, design and construction services as well as gas stations) and operational locations of the Group, and the key environmental and social performance indicators of the report only cover the operation of the general offices of eight regional centers of the Group in mainland China. The Group has been continuously improving the procedures of internal data collection, and gradually expanding the scope of disclosure to all its operations.

<sup>1</sup> 二零一六年度報告第55頁至68頁。  
Pages 55 to 68 of the 2016 annual report



## 報告準則

### REPORTING STANDARDS

本報告遵守聯交所頒佈的《環境、社會及管治報告指引》(「《指引》」)中有關「不遵守就解釋」的規定，並以其載列的四項匯報原則—重要性、量化、平衡及一致性，作為編寫報告的基礎。報告因應本集團的實際情況，選用《指引》中部份「建議披露」的關鍵績效指標，令匯報內容更完整。

In compliance with the “comply or explain” provisions as stipulated in the “Environmental, Social and Governance Reporting Guide” (the “Guide”) issued by Stock Exchange, this report has been prepared based on four reporting principles, namely materiality, quantitative, balance and consistency, as set out in the Guide. In the light of the actual situation of the Group, the report adopts certain key performance indicators specified in “Recommended Disclosures” of the Guide to enhance the completeness of the content of the report.

## 確認及批准

### CONFIRMATION AND APPROVAL

本報告引用的所有資料均來自本集團的正式文件、統計數據及所收集的管理和營運資料。報告於二零一八年七月獲董事會批准發佈。

All information quoted on this report is from official documents, statistics and collected management and operation information of the Group. The release of the report has been approved by the board of directors in July 2018.

## 意見反饋

### FEEDBACK

本集團非常重視持份者的意見。如閣下對本報告的內容或匯報形式有任何疑問或建議，歡迎透過以下方式聯絡本集團：

The Company treasures the opinions of its stakeholders. If you have any queries or recommendations in regard to the contents or the reporting format of this report, you are most welcome to contact us through the following means:

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經濟績效  
Economic performance

指標	Index	單位 Unit	2015	2016	2017
資產總額	Gross value of assets	億港元 HK\$'00 million	598.96	596.75	687.64
營業收入	Revenue	萬元 RMB'0,000	2,708,501	2,851,401	3,418,850
營業成本	Operating costs	萬元 RMB'0,000	1,837,931	1,882,508	2,346,025
利潤總額	Total profit	萬元 RMB'0,000	410,343	536,094	571,825
營業利潤	Operating profit	萬元 RMB'0,000	408,768	533,897	567,194
淨利潤	Net profit	萬元 RMB'0,000	309,876	384,431	426,158
淨利潤報酬率	Rate of return on net profit	%	16.91	18.72	16.84
歸屬於母公司所有者的 淨利潤	Net profit attributable to the owners of the parent company	萬元 RMB'0,000	233,474	284,948	316,326
股東應佔淨利潤	Net profit attributable to shareholders	億港元 HK\$'00 million	28.40	32.90	36.54
經營性淨現金流	Net operating cash flow	億港元 HK\$'00 million	56.90	73.65	77.96
投入資本收益率	Return on investment capital	%	10.38	12.29	13.27
淨資產收益率	Return on net assets	%	16.91	14.24	18.58



指標	Index	單位 Unit	2015	2016	2017
國有資產保值增值率	Rate of preservation and appreciation of state-owned assets	%	112.48	114.43	123.05
資產負債率	Gearing ratio	%	62.46	60.28	57.58
每股收益	Earnings per share	港元 HK\$	1.30	1.51	1.68
納稅總額	Total tax paid	億港元 HK\$'00 million	30.27	28.60	32.00
經濟合同履約率	Performance rate of economic contracts	%	100	100	100
經濟合同審核率	Review rate of economic contracts	%	99.97	98.96	100
產品合格率 (「PERCEN百尊」)	Rate of up-to-standard products (“PERCEN百尊”)	%	100	100	100
銷售總額 (「PERCEN百尊」)	Total sales (“PERCEN百尊”)	萬元 RMB'0,000	27.300	31.000	64.700



社會績效  
Social Performance

指標	Index	單位 Unit	2015	2016	2017
安全培訓投入	Safety training investment	萬元 RMB'0,000	1,256	1,138	1,345
安全培訓總時長	Total hours of safety training	小時 Hour	610,817	722,732	763,359
安全培訓參與人次	Participants of safety training	人次 Attendance	238,650	248,213	258,865
安全培訓覆蓋率	Coverage of safety training	%	100	100	100
安全應急演練次數	Number of safety emergency response drills conducted	次 Time	2,935	2,105	2,593
安全生產投入	Safe production investment	萬元 RMB'0,000	28,685	26,038	28,864
安全生產事故數	Number of safe production accidents	次 Time	0	0	0
員工傷亡人數	Employee casualties	人 Person	0	0	0
安全管理人員持證人數	Number of licensed safety management personnel	人 Person	2,183	2,211	2,485
註冊安全工程師人數	Number of registered safety engineers	人 Person	749	783	790
供應商通過質量、環境和職業健康安全管理体系認證的比例	Percentage of certified suppliers of the quality, environment and occupational health and safety management system	%	100	100	95
供應商受到經濟、社會或環境方面處罰的個數	Number of suppliers being imposed with economic, social or environmental penalties	個 Individual	0	0	0
責任採購比率	Responsible procurement coverage	%	76.65	85.57	84.2
員工總人數	Total number of employees	人 Person	39,999	40,121	42,011
女性員工人數	Number of female employees	人 Person	14,179	14,444	15,434
新增就業人數	Number of newly employed employees	人 Person	1,501	122	1,890

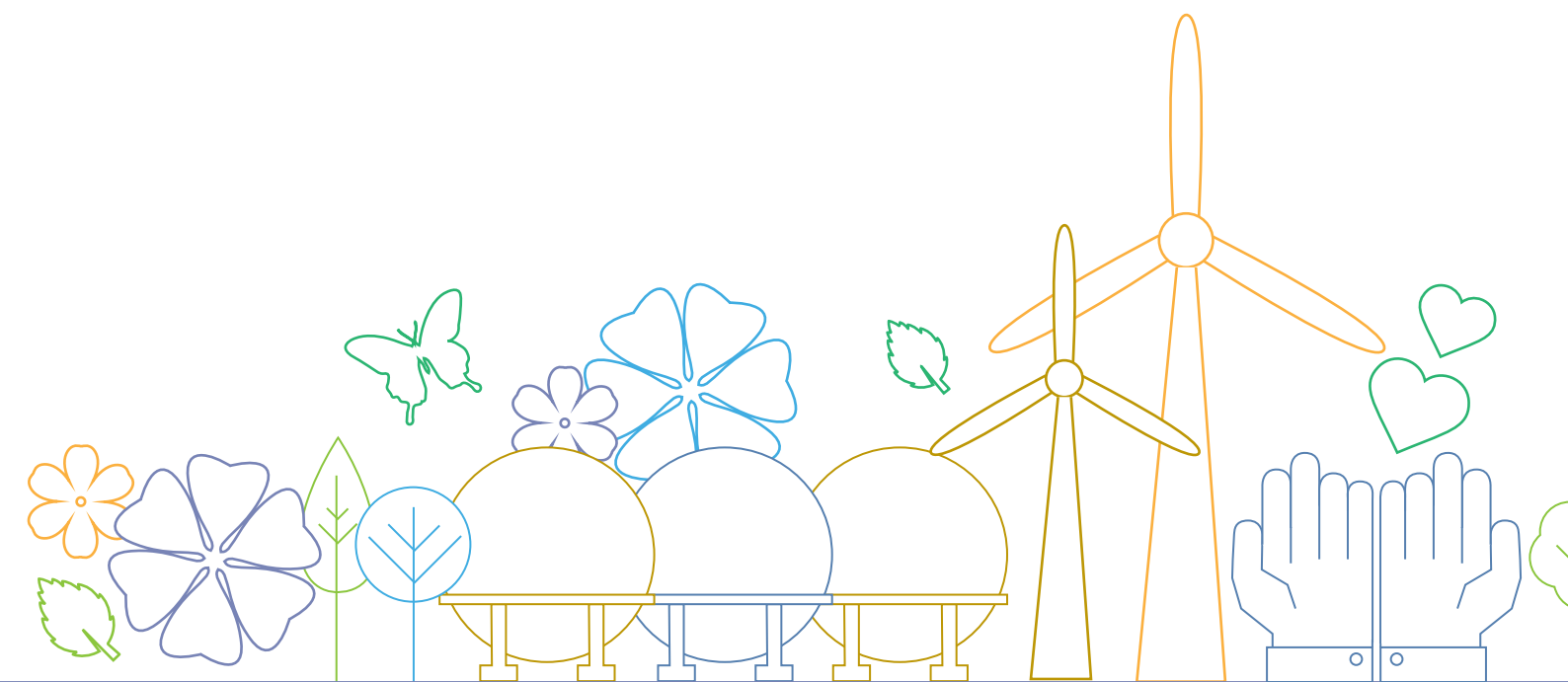


指標	Index	單位 Unit	2015	2016	2017
女性管理者比例	Ratio of female managers	%	28.00	25.20	24.7
殘疾人僱用人數	Number of disabled persons employed	人 Person	98	101	93
少數民族員工人數	Number of ethnic minorities employed	人 Person	1,005	1,020	1,087
員工流失率	Employee turnover rate	%	4.30	3.20	4.3
接收應屆畢業生人數	Number of fresh graduates employed	人 Person	685	771	866
勞動合同簽訂率	Coverage of labor contracts	%	100	100	100
社會保險覆蓋率	Coverage rate of social insurance	%	100	100	100
人均帶薪休假天數	Average paid leave days per person	天 Day	9	11	11
年度新增職業病和企業累計職業病	New occupational disease and accumulative occupational disease during the year	例 Case	0	0	0
體檢及健康檔案覆蓋率	Coverage for physical examination and health archiving	%	100	100	100
人均培訓投入	Training investment per person	元 RMB	3,471	1,870	2,012
人均培訓時長	Training hours per person	學時 Hour	66	69	87
員工培訓覆蓋率	Employee training coverage	%	100	100	100
困難員工幫扶投入	Investment in employees in hardships	萬元 RMB'0,000	196.60	198.36	390
社會捐贈總額	Total social donations	萬港元 HK\$'0,000	247.74	285.80	430
員工志願活動人次	Participants of volunteer activities	人次 Attendance	14,990	15,330	21,782

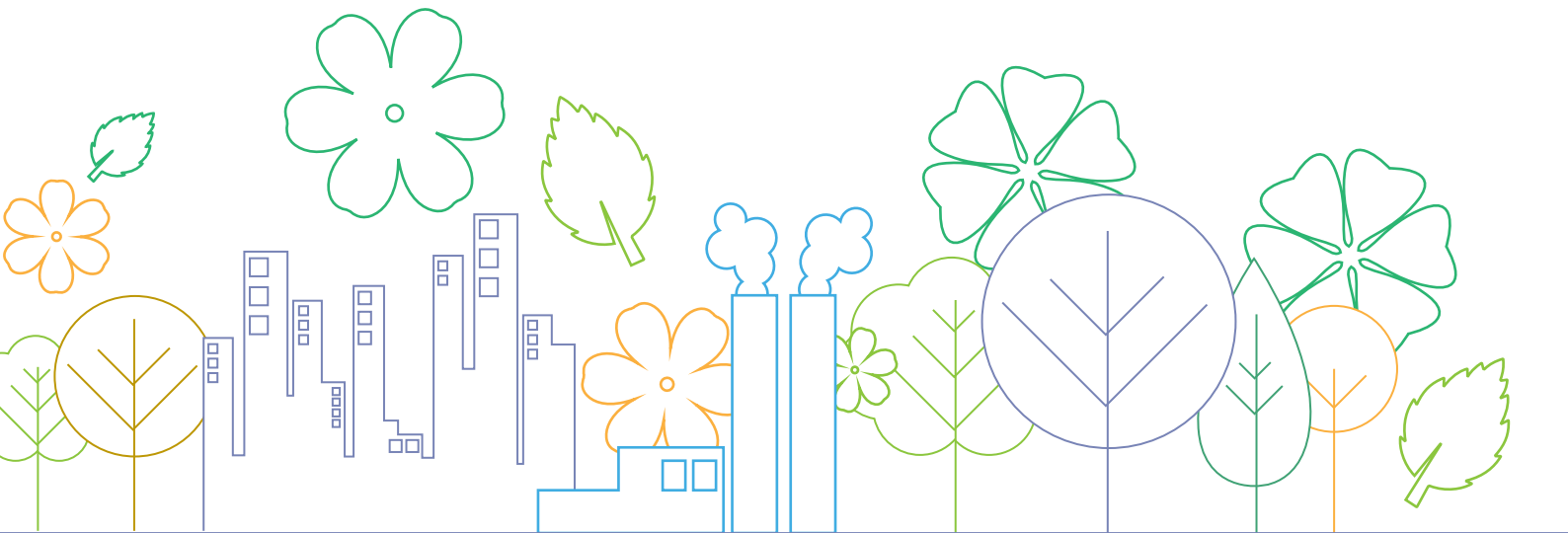




# 環境、社會及 管治政策



# Environmental, Social and Governance Policy



## 環境、社會及管治政策 Environmental, Social and Governance Policy

### 1. 目的

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」）明白並認同企業對其身處之社會及環境負有責任。本集團專注下游城市燃氣分銷業務，秉承「成為中國最受尊重的燃氣行業領導者」的企業願景，致力在能源領域以可持續發展的方式營運。華潤燃氣提供專業、高效和親切的服務並為大眾供應安全清潔燃氣，並透過改善環境質素，提升民眾生活品質，實現股東價值、員工價值和社會價值最大化。本集團旨在透過此政策，加強內部溝通，確保所有員工均明白及妥善執行政策和具體措施。

### 2. 適用範圍

此政策自二零一八年七月一日起生效。本政策適用於本集團的所有業務營運，並適用於服務或產品之整個生命週期，從規劃、建設、營運城市天然氣、管道基礎設施（包括加氣站），以至與向住宅、工業及商業用戶銷售燃氣器具及相關設備有關的營銷策劃和售後服務等各個環節。本集團各營運地區的所有營運環節均有責任將本政策融入其工作流程中。本集團的所有全職、兼職及合約員工均需遵守本政策。

華潤燃氣致力與所有外部持份者（包括合作夥伴）密切合作，協調實施本政策，並提供適當指導。

### 1. PURPOSE

China Resources Gas Group Limited and its subsidiaries ("CR Gas" or the "Group") understand and acknowledge that a company shall be responsible for the society and environment in which it operates. The Group focuses on the downstream city gas distribution business and is committed to the corporate vision of "becoming the most respected gas industry leader in China", striving to operate in the energy sector in a sustainable manner. CR Gas provides professional, efficient and thoughtful service and supplies safe and clean gas to the public. By improving the quality of environment and the quality of life, it maximizes shareholder value, employee value and social value. With this policy, the Group aims at strengthening internal communication and ensuring that all employees understand and properly implement the policy and specific measures.

### 2. APPLICABLE AND SCOPE

This policy has become effective from 1st July, 2018. This policy applies to all business operations of the Group, and applies to the entire service or product life cycle, covering every aspect including the planning, construction and operation of city natural gas, and pipeline infrastructure (including gas stations), and even the marketing planning and after-sales services related to the sales of gas appliances and relevant equipment to residential, industrial and commercial users. In each of the regions where the Group operates, this policy shall be incorporated into the working process with respect to all operational aspects. All full-time, part-time and contract employees of the Group shall comply with this policy.

CR Gas strives to work closely with all external stakeholders, including business partners, to coordinate for the implementation of this policy, and provide appropriate guidance.



### 3. 環境保護方針

華潤燃氣承諾遵守本集團各營運地區所有適用的環境法律及規例，致力管理和減少日常營運對環境之影響，以及培養各個營運點對環境負責任的營運文化。各個營運地區公司評估業務營運對環境的影響並制定合適環境管理措施。華潤燃氣的環境保護方針聚焦「排放物」、「資源使用」以及「環境和天然資源」三大範疇。

### 4. 社會責任方針

華潤燃氣承諾遵守本集團各營運地區所有適用的相關法律及規例，致力履行企業社會責任。華潤燃氣以「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」八大範疇為主要方向，推進社會責任工作。

### 5. 報告與披露

對於可持續發展的工作及績效，華潤燃氣除了透過內部通訊渠道進行披露，亦會透過本公司網頁、年度報告等，如實向外界披露；並會透過合適渠道，積極對內及對外分享其環保經驗。本集團會參考本地及國際認可的報告標準（例如：全球報告倡議組織準則）進行披露。本集團亦會以適當方式回應各類可持續發展指數和評級，使持份者可以獨立評估本集團的環保表現。

### 3. ENVIRONMENTAL PROTECTION POLICY

CR Gas is committed to complying with all applicable environmental laws and regulations in each of the regions where the Group operates, striving to manage and reduce the environmental impact of day-to-day operations and foster an operational culture focusing on being responsible for the environment at all operation sites. Companies in each operating regions assess the environmental impact of business operations and develop appropriate environmental management measures. The environmental protection policy of CR Gas focuses on three major categories, namely “emissions”, “use of resources” and “the environment and natural resources”.

### 4. DIRECTION OF SOCIAL RESPONSIBILITY

CR Gas is committed to compliance with all applicable and relevant laws and regulations in regions where the Group operates, and endeavors to perform its corporate social responsibility. Centering on eight major areas, namely “Employment”, “Health and Safety”, “Development and Training”, “Labor Standards”, “Supply Chain Management”, “Product Responsibility”, “Anti-Corruption” and “Community Investment”, CR Gas facilitates its social responsibility work.

### 5. REPORT AND DISCLOSURE

Apart from making disclosure through internal communications, CR Gas also discloses its works on sustainable development and relevant performance to the public through the Company's website, annual reports and other means. In addition, CR Gas proactively shares its experience in environmental protection to internal and external parties through appropriate channels. The Group makes disclosure with reference to local and international accepted reporting standards, such as Global Reporting Initiative Standards. The Group also makes response to various indicators and ratings on sustainable development in a proper way so that stakeholders can evaluate the performance of the Group on environmental protection independently.



## 6. 執行和修訂

為確保本政策得以確切執行，華潤燃氣委任財務部負責協調各相關部門（包括人力資源部、辦公室、市場部、營運部、審計監察部和安全運營部）監察本政策的實施，並確保與員工就本政策進行持續溝通。財務部負責本政策的定期修訂。基於業務變化、監管要求、持份者參與結果和環境社會管治措施成效等因素，財務部應至少每年進行一次審查，檢討本政策並進行修訂。有關本政策的修訂，均須獲得總部批准。所有員工及相關持份者均應獲得書面通知變更。

本政策的英文譯本倘與中文原文有任何歧異，概以中文原文為準。

## 6. EXECUTION AND AMENDMENT

In order to ensure proper execution of this Policy, CR Gas has assigned the Finance Department to coordinate with relevant departments (including Human Resources Department, Office, Marketing Department, Operation Department, Audit and Supervisory Department and Safety Management Department) in supervising the execution of this Policy, as well as maintaining continuous communication in respect of this Policy with employees. Finance Department is responsible for making regular amendments to this Policy. Taking into consideration of various factors such as business changes, regulatory requirements, stakeholders' participation and effectiveness of environment and social governance measures, Finance Department shall conduct audit at least once a year for reviewing this Policy and making relevant amendments. All amendments to this Policy must be approved by the Headquarters. All employees and relevant stakeholders shall be informed of the changes in writing.

In case of any discrepancies between the English version and Chinese version of this Policy, the Chinese version shall prevail.





# 華潤燃氣控股有限公司

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