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# 2020

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FLAT GLASS GROUP CO., LTD.

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This Report is prepared in accordance with the *Environmental, Social and Governance Reporting Guide (2019 Edition)*<sup>1</sup> published by The Stock Exchange of Hong Kong Limited (Hong Kong Stock Exchange) and the *Notice of Shanghai Stock Exchange on Strengthening the Corporate Social Responsibility of Listed Companies and Issuing Shanghai Stock Exchange's Guidelines for the Disclosure of Environmental Information of Listed Companies*.

**Reporting scope:** It includes Flat Glass Group (the "Company" or "Flat Glass") and its subsidiaries (collectively the "Group"), which is consistent with the financial year covered by the Annual Report of the Company.

**Reporting period:** The information published in this Report is for the period from 1 January 2020 to 31 December 2020 (the "Reporting Period"). Some statements and data may be traced back to previous years as appropriate.

Unless otherwise stated, the data and cases mentioned in the Report are derived from Flat Glass and its subsidiaries during actual operations.

Financial data in the Report are denominated RMB, unless otherwise stated. Should any inconsistency and ambiguity arise between financial data herein and the annual report of the Company, the Annual Report of the Company shall prevail.

This Report is in compliance with the reporting principles determined by Stock Exchange *ESG Reporting Guide*. The reporting principles are detailed as follows:

- **Materiality**  
 Based on the principle of materiality, this Report offered an analysis of substantive concerns, which were submitted to the Board of Directors for consideration, and ensured the full disclosure of information that has a material impact on investors and other stakeholders.
- **Quantitative**  
 Based on the quantitative principle, this Report presented statistics on ESG quantitative performance and disclosed 3-year historical data.
- **Balance**  
 Based on the principle of balance, this Report provided complete and clear disclosure of the Company's ESG practices, thereby avoiding potential improper impacts of choices, omissions or presentation formats on the decisions or judgments of the reader to this Report.
- **Consistency**  
 Based on the principle of consistency, this Report employed a consistent and uniform approach for disclosing contents, and provided clear explanations on the calculation formula and statistical caliber of ESG quantitative performance, so that meaningful ESG data comparison can be achieved in the future.

## Flat Glass Overview

	Flat Glass Group Co., Ltd.	Listed on Shanghai Stock Exchange (stock code: 601865) Listed on Hong Kong Stock Exchange (stock code: 06865)
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Flat Glass is a comprehensive enterprise with an integration of research and development, manufacturing, processing, and sales of glass. Its main products cover photovoltaic(PV) glass, float glass, energy-saving architectural glass, and household glass.

Main locations of Flat Glass and its subordinates include Jiaxing of Zhejiang province and Chuzhou of Anhui province in China, and Vietnam.	<b>Jiaxing , Zhejiang Province, China</b>
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Committed to establishing a global presence in the glass sector	Co-creating a green lifestyle for all
Integrative development for common prosperity, win-win through collaboration	Credible, Pragmatic, Dedicated, Passionate, Innovative

## Social Responsibility Management

### Idea of social responsibility

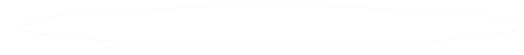
As a global leading PV glass manufacturer, Flat Glass takes "co-creating a green lifestyle for all" as its mission and integrates the business philosophy of "centering on customer satisfaction, to expand market with quality, to win customers with service, to develop with improvement" into the Company's corporate culture and strategic planning.







The Company attaches great importance to long-term sustainable development, delivers value for society while developing its own business, and shares the fruits of prosperity and development with its stakeholders, with a view to achieving sustainable business operation. The Company has put in place a CSR management system and set up a CSR model. At Flat Glass, we follow such basic codes of conduct as good faith management and strict compliance with regulations, actively undertake responsibilities to shareholders, the environment, employees, customers and the community, and has proposed the ESG management strategy featuring "sound management", "co-prosperity through co-existence", "green sustainability" and "win-win through collaboration".

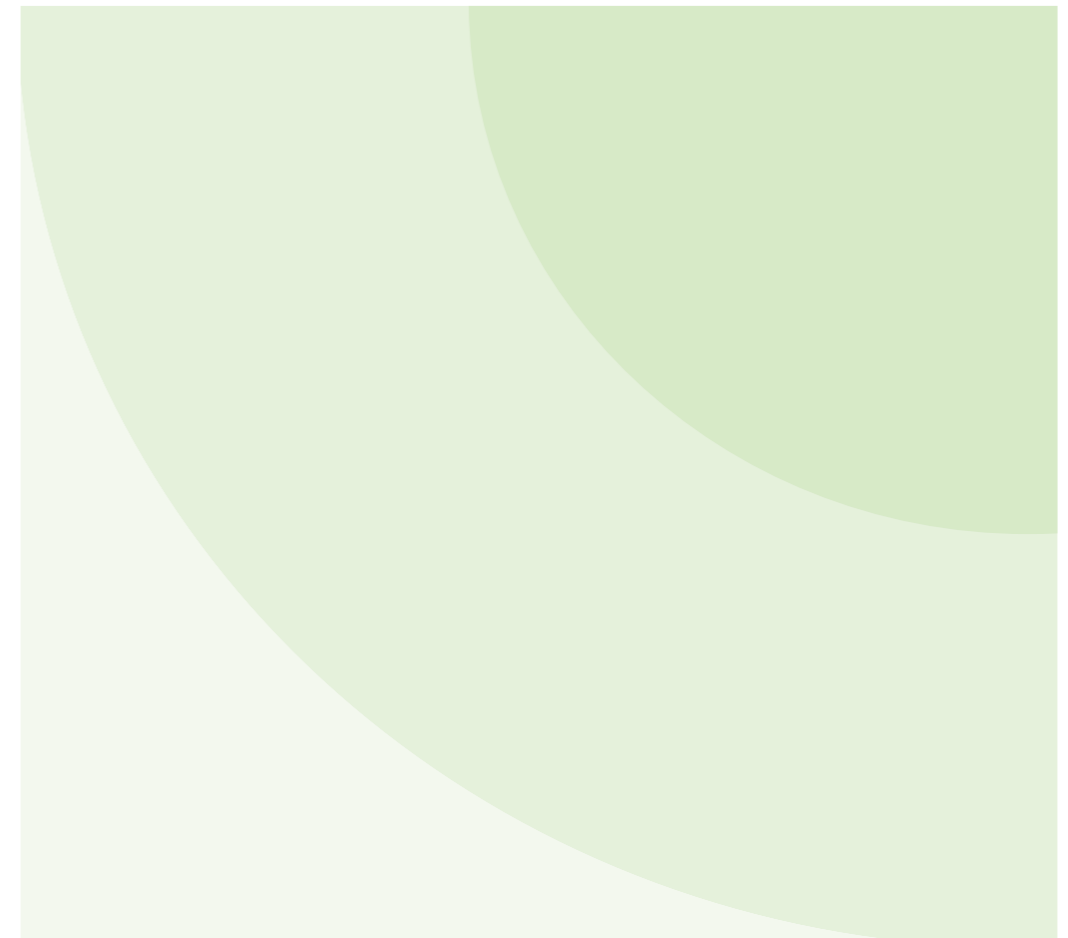
To create a sound workplace for our employees, promote individual development, and insist on giving back to the society to achieve ongoing return.	To fully implement the concept of green and environmental protection and strive to build a resource-saving, eco-friendly and harmonious enterprise.
To govern the Company in accordance with laws and regulations, grow at a steady pace, and build our core competitiveness.	To take a customer-first approach and ensure customer satisfaction by valuing the concept of quality services and promise.

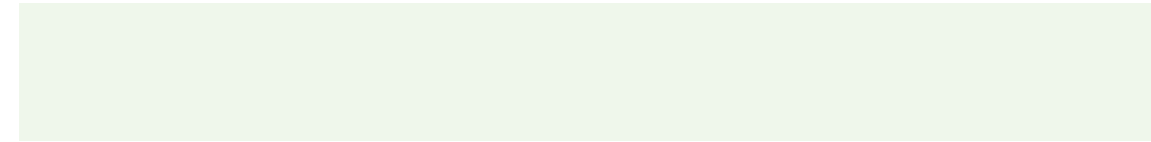
### Social responsibility management structure

The Company's philosophy on corporate social responsibility is deeply rooted in our corporate culture and daily operations. At Flat Glass, the Senior Management has established an Environmental, Social and Governance (ESG) Working Group, which is responsible for coordinating ESG management, communication and information disclosure, evaluating the Company's ESG risks, ensuring internal control and supervision of ESG risks, formulating and approving ESG-related policies, and reporting to the Board of Directors on



	Shareholders and investors	<ul style="list-style-type: none"> <li>• Shareholders' meeting</li> <li>• Information disclosure</li> <li>• External e-mail</li> </ul>	Compliance and risk management Economic performance
	Governments and regulators	<ul style="list-style-type: none"> <li>• Communication through meeting</li> <li>• Supervision and inspection</li> </ul>	Compliance and risk management Anti-corruption Emission management Resource utilization Environmental protection
	Customers	<ul style="list-style-type: none"> <li>• Customer satisfaction survey</li> <li>• Customer visit</li> <li>• Exchange through forum/summit</li> </ul>	Product health and safety Technological innovation Satisfaction and communication Customer information security and privacy protection
	Suppliers	<ul style="list-style-type: none"> <li>• Supplier evaluation and survey</li> </ul>	Supply chain management Anti-corruption
	Staff	<ul style="list-style-type: none"> <li>• Regular meeting</li> <li>• Staff activity</li> <li>• Complaints and feedback</li> </ul>	Labor code Employee rights and benefits Staff training and development Occupational health and safety
	Industries	<ul style="list-style-type: none"> <li>• Conference</li> <li>• Trade association</li> <li>• Exchange through forum/summit</li> </ul>	Innovative research and development Intellectual property right
	Communities	<ul style="list-style-type: none"> <li>• Community activity</li> <li>• Official WeChat account and other media</li> </ul>	Environmental protection Public welfare activities





Flat Glass always takes operational compliance as the bottom line. By improving its own management system and institution to enhance its risk response capability, Flat Glass has ensured sound operation and sustainable profitability in return for shareholders.

## Sound Corporate Governance

Sound corporate governance is the cornerstone of corporate development. Flat Glass who insists on operating in good faith has established a complete management system and institution, made timely information disclosure, and actively communicated with various stakeholders to continuously improve its own value.



## Risk Control and Management

The Company attaches importance to the development of the compliance system. We have continuously improved the organizational system of risk management, and actively carried out risk assessment and internal audit work in order to accurately identify and strictly control various potential risk events that may affect the Company and effectively enhance its overall risk management capability.



In 2020, the Company carried out work related to risk identification and identified a total of 21 risks concerning our strategy, operation, and finance.

Strategy	Organizational architecture	Internal control system design was subject to the change of enterprise size and management structure
	Development strategy	Inappropriate strategies affected the feasibility of new project investment and follow-up
	Human resources	The enterprise expansion led to an increase in the demand for manpower
	Corporate social responsibility	Hazards arose from safety management, safe production/emergency response, hazardous chemicals management and environmental pollution
Operation	Procurement business	Poor procurement planning led to inventory backlogs or shortages, production stagnation or wasting of resources
	Sales business	Failure in recovery of payment for goods or suffered from fraud
	Asset management	Unreasonable arrangement of procurement plan or inaccurate prediction of raw material price led to shortage, overstock, loss and damage of inventory
	Project management	Failure to establish a post-project evaluation system, misleading engineering decision-making
	Information system	Inadequate operation and maintenance of information systems led to information disclosure
Finance	Contract management	Improper handling of contract disputes led to failure of corporate litigation and damage to economic interests

The Company formulates annual audit plans and conducts internal audits every year. In 2020, the Company established the *Self-Evaluation Management System for Internal Control* to regulate the efforts in internal control and conducted special audits in areas such as production safety and environmental protection, etc. to control operational risks and ensure the Company's compliance application.

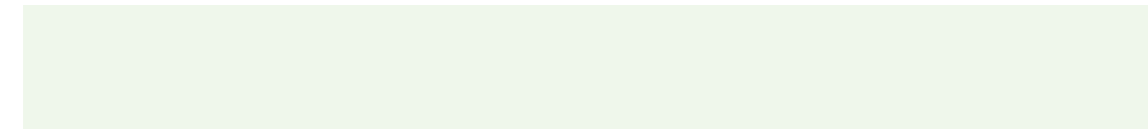
## Compliance and Business Ethics

The Company values compliance as the basis for fulfilling its corporate social responsibility. During the Reporting Period, the Company has not been punished or warned by regulatory authorities for zero violations to laws and regulations governing product quality, customer services, intellectual property protection, environmental protection, labor engagement, etc. A list of laws and regulations governing the areas in which the Company involves is detailed in the table below.

Product and service liability	<i>Product Quality Law of the People's Republic of China, Law of the People's Republic of China on Protection of Consumer Rights and Interests, Foreign Trade Law of the People's Republic of China, Advertising Law of the People's Republic of China, etc.</i>	Observed
IP protection	<i>Patent Law of the People's Republic of China, Trademark Law of the People's Republic of China, etc.</i>	Observed
Environmental protection	<i>Environmental Protection Law of the People's Republic of China, Atmospheric Pollution Prevention and Control Law of the People's Republic of China, Law of the People's Republic of China on the Prevention and Control of Environmental Pollution by Solid Waste, Water Pollution Prevention and Control Law of the People's Republic of China, Cleaner Production Promotion Law of the People's Republic of China, Energy Conservation Law of the People's Republic of China, etc.</i>	Observed
Labor engagement	<i>Labor Law of the People's Republic of China, Social Insurance Law of the People's Republic of China, Labor Dispute Mediation and Arbitration Law of the People's Republic of China, Trade Union Law of the People's Republic of China, Law of the People's Republic of China on the Protection of Women's Rights and Interests, Provisions of Zhejiang Province for Labor Protection of Female Workers, etc.</i>	Observed
Occupational health and safety	<i>Law of the People's Republic of China on the Prevention and Control of Occupational Diseases, Regulations on Work-Related Injury Insurance, Work Safety Law of the People's Republic of China, etc.</i>	Observed
Anti-corruption	<i>Criminal Law of the People's Republic of China, Anti-Unfair Competition Law of the People's Republic of China, Interim Provisions on Banning Commercial Bribery, China Internal Audit Principles, Basic Internal Control Norms for Enterprises, etc.</i>	Observed

To eliminate corrupt practices, the Company has restrained the behavior of employees in the Employee Handbook, and clearly defined the penalties and treatment measures for employees' bribery. At the same time, during the procurement process, the Company has incorporated clear integrity clauses in most of its contracts signed to communicate anti-corruption principles to suppliers.

The Company is scheduled to further improve its anti-corruption management and training mechanism in 2021. During the Reporting Period, the Company has not witnessed any corruption litigation cases filed and concluded against the Company or its employees.



With over 23 years of experience in the glass industry, Flat Glass with a vision of "committed to establishing a global presence in the glass sector", insists on embracing integrity and quality to become a Chinese national brand engaged in the glass industry. The Company has continued its efforts to improve the quality management and service level and carry out technological innovation to create ongoing value for customers.

## Stringent Quality Control

### Improvement of quality management system

The Company holds high the great banner of quality policy featuring "quality first, quality is everyone's business" and carries out product production in strict compliance with national and international standards. Through well-established quality management system, sound quality management institution and various management measures, we, at Flat Glass, have ensured the effective implementation of quality control measures in all aspects of production.

#### Strictly complied with the provisions of both national and international standards to carry out production of various glass products.

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#### Certified by GB/T19001-2016/ISO9001: 2015 quality management system, and formulated the quality management procedure in accordance with the requirements of this system;

- Certified by GB/T19001-2016/ISO9001: 2015 quality management system, and formulated the quality management procedure in accordance with the requirements of this system;
- Established a "tri-inspection system" for quality control, implemented quality management and quality testing related work, and assigned more than 150 professional inspectors.

#### Developed institutional documents such as Flat Glass Quality Management, Non-conforming Product Control Procedures and Regulations on the Management of Abnormal Raw PV Glass;

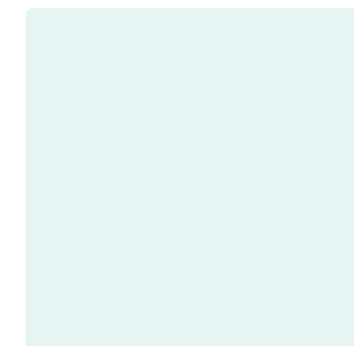
- Developed institutional documents such as *Flat Glass Quality Management*, *Non-conforming Product Control Procedures* and *Regulations on the Management of Abnormal Raw PV Glass*;
- Implemented standardized management of workshop site, developed SOPs for operation and product quality control.

#### Set up multiple KPIs such as raw glass yield rate and processing yield rate, and tracked the accomplishment of such KPIs and made continuous improvement accordingly;

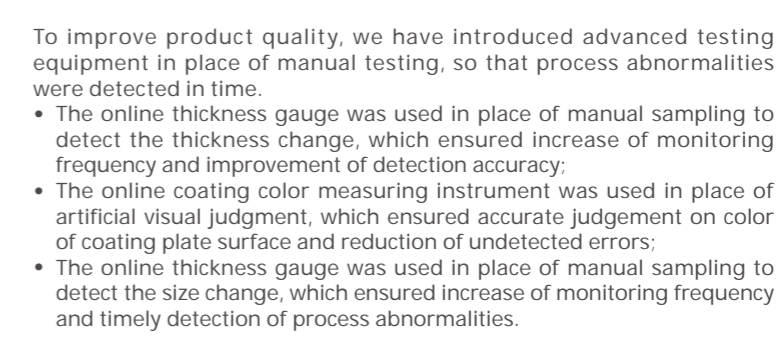
- Set up multiple KPIs such as raw glass yield rate and processing yield rate, and tracked the accomplishment of such KPIs and made continuous improvement accordingly;
- Conducted month-end, quarterly and annual product quality analysis meetings, regular quality-related accident analysis meetings and quality-related thematic meetings;
- Strengthened the quality-related training for operators to enhance their quality awareness.



#### Advanced testing equipment



#### Quality training



To improve product quality, we have introduced advanced testing equipment in place of manual testing, so that process abnormalities were detected in time.

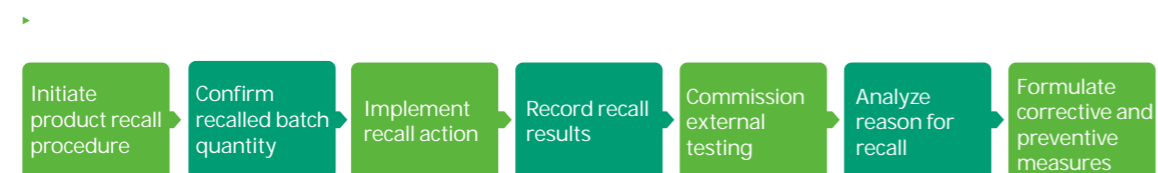
- The online thickness gauge was used in place of manual sampling to detect the thickness change, which ensured increase of monitoring frequency and improvement of detection accuracy;
- The online coating color measuring instrument was used in place of artificial visual judgment, which ensured accurate judgement on color of coating plate surface and reduction of undetected errors;
- The online thickness gauge was used in place of manual sampling to detect the size change, which ensured increase of monitoring frequency and timely detection of process abnormalities.

To improve product quality, we have increased quality training relating to management and technology to improve quality awareness and technical ability of our staff.

- We have carried out quality awareness improvement training on sampling inspection, incentive management, time management, employee professional awareness management and other topics.



In addition, the Company has established the *Non-conforming Product Recall Process* system to strengthen product safety management and protect the legitimate rights and interests of customers as well as their life and property safety. The Company's General Manager serves as the highest decision maker of product recall, the Sales Department is responsible for the specific implementation of the recall, and the Quality/Technology Department is responsible for the reverse tracing of the non-conforming products. The Company saw zero product recall in 2020.



As a leading manufacturer in the glass industry, the Company has also taken a leading role in drafting and compiling several industry standards. In addition to strictly complying with international standards, national standards and industry standards, the Company has continued its efforts to pursue product quality and promote improvement of quality standards in the industry.

Solar glass Part 1: Ultra-clear patterned glass (GB/T 30984.1-2015), The norm of energy consumption per unit product of ultra-white patterned glass (GB 30252-2013), PV glass: Test method and performance evaluation of exposure to hot-dry and sand-dust environment (GB/T 34613-2017), PV glass: Test method and performance evaluation of exposure to urban environment in temperate climate (GB/T 34614-2017), PV glass: Test method and performance evaluation of exposure to damp heat outdoor environment (GB/T 34561-2017), The norm of energy consumption per unit products for glass products and cast stone (GB 21340-2019), Anti-soiling and easy-to-clean coated glass (GB/T 37830-2019), Lightweight crystalline silicon PV laminated glass (GB/T 37896-2019), Easy clean glass (T/ZBH 008-2019), Test and evaluation methods for light transmission property of cover glass for crystalline silicon PV module (GB/T 37240-2018), Test method for stress in flat glass (GB/T 36405-2018), Determination of trace nickel for plate glass (GB/T 36269-2018), Anti-reflective coating PV glass (T/ZZB 0305-2018), The requirements and evaluations of appearance quality of glass in building (T/ZBH 001-2017), Light weight thermally strengthened glass (GB/T 34328-2017), Green product assessment: Building glass (GB/T 35604-2017), etc.

Anti-reflective coated glass for PV modules (JC/T 2170-2013), Standard for design of energy conservation of flat glass plant (GB/T 50527-2019), Copper-free silver mirror on flat glass (GB-T 28804-2012), etc.

## Reinforcement of supplier management

The Company has established and continuously



## Safeguarding Customers' Rights and Interests

### Improvement of customer services

By adhering to the business philosophy of "customer first, pioneering spirit" and insisting on the service principle of "customer first", the Company has continued its efforts to improve customer satisfaction. At Flat Glass, we have formulated and continuously revised such system documents as the *Customer Service Management Specification*, *Customer Satisfaction Supervision and Measurement Control Procedure*, and *Specification on the Management of Customer Complaint-based Logistics Return*. The Company has established and improved the customer service workflow, which specified that the Sales Department of each division is responsible for providing customers with inquiries and consulting services before and during sales, and the Quality Management Department is responsible for handling product complaints. We have provided marketing system-related personnel with regular training to continuously improve their professional ability and customer service capability and enhance the quality of customer service.

### Responsible marketing

The Company focuses on active communication with customers to understand their needs and to promote



### Customer information security and privacy protection

The Company attaches great importance to the privacy and information security of customers, and has formulated the *Confidentiality System* to regulate the management and confidentiality of customer information and clarify the way of punishment of employees for disclosing the Company's secrets, so as to prevent the leakage of customer information to the greatest extent. At the same time, the Company has set up a confidentiality mechanism in the contracts signed with customers to keep customers' information strictly confidential, fully respect customers' privacy, and protect customers' legitimate rights and interests.



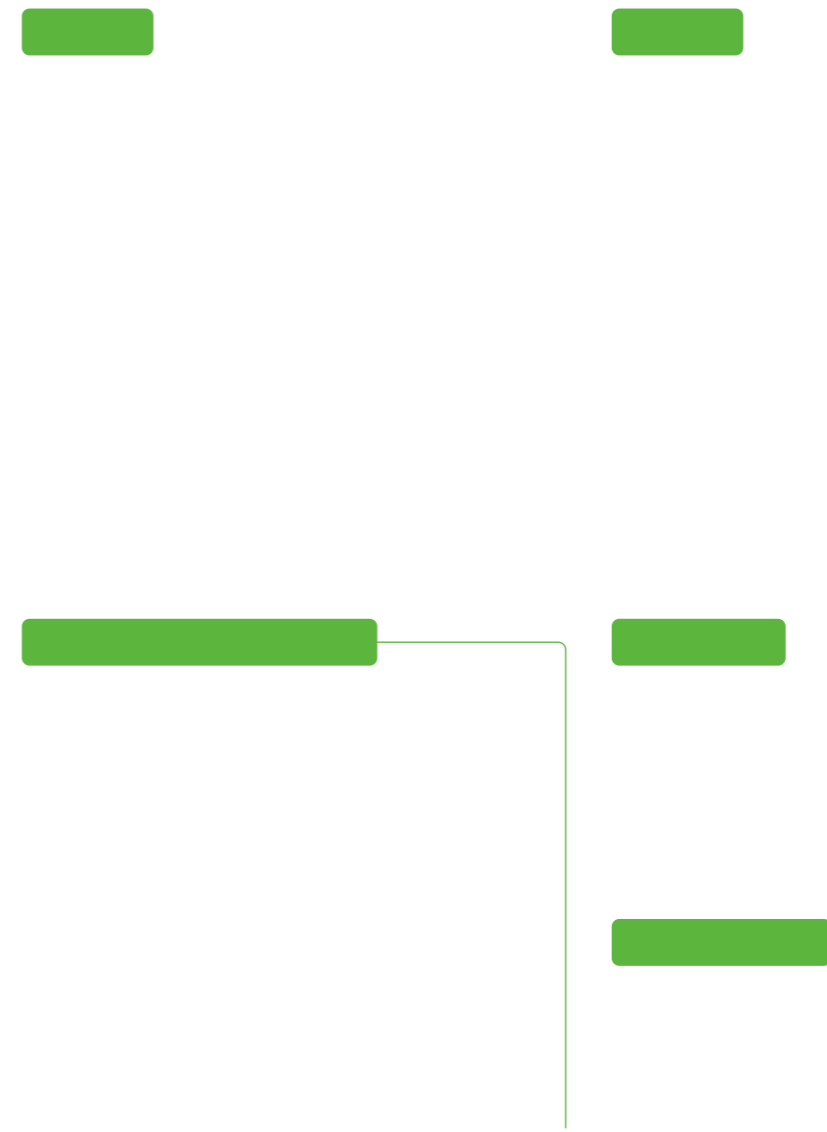
## Environmental Management

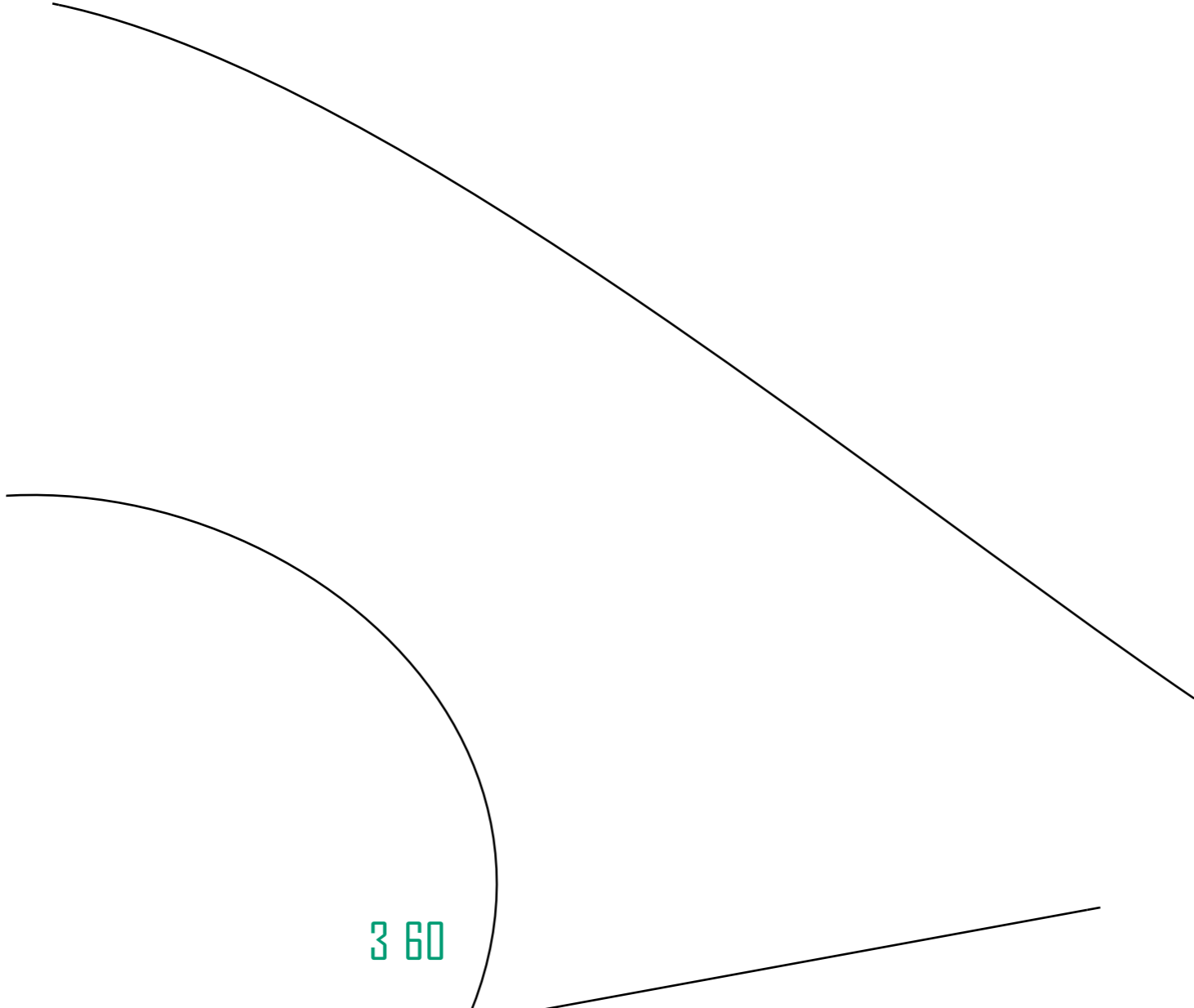
### Environmental management system

The Group has established an excellent environmental management system. At the Public Administration Department, a comprehensive management department was set up to coordinate and manage the environment and safety efforts of the Group; all subsidiaries/production departments have set up environment and safety management departments to manage the environmental work of the Group, and have appointed designated environment and safety officers for implementation. The Group has formulated *Environmental Management Regulations* to regulate the development of environmental management work. Besides, the Group's environmental management system has passed GB/T24001-2016 idt ISO14001:2015 environmental management system certification.

### EIA

The Company is mainly engaged in the production of PV glass, float glass, household glass and architectural glass. Starting with the procurement of raw materials such as fine quartz sand, aluminum hydroxide, limestone and dolomite, the Company produces quality glass products through the process flow of melting, solder stripping, calendaring and forming, coating, cleaning, cutting and packaging. During our production process, the main resources consumed include fuel oil, electricity and natural gas.





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## Solid waste management

The Company follows the principle of reduction and reuse for solid waste management to fully improve the efficiency of resource utilization. During the production process, waste glass produced is directly reused by the Group; waste paper, wood chips, wood scraps, and waste foamed plastics are handed over to suppliers for recycling; and sludge is handed over to building material companies for brick making. All these efforts are made to maximize resource utilization. The rest food wastes, industrial wastes and other general wastes are entrusted to qualified entities for centralized treatment. In terms of hazardous waste treatment, the Company has strictly implemented the GB *Standard for pollution control on hazardous waste storage*, formulated the *Hazardous Waste Management System*, and entrusted qualified entities for the disposal of such wastes.

In addition, the Company has developed several plans and targets for hazardous waste reduction, e.g. the total hazardous waste output shall be reduced by 5% per year from the previous level, etc. At Flat Glass, we have taken measures to reduce the impact of its operations on the environment by reducing the non-hazardous and hazardous waste output in the production process.

## Waste water discharge management

The main pollutants in the Company's industrial wastewater are NO<sub>x</sub> and organic matter. The Company has applied for wastewater discharge permits in accordance with the requirements of national and local authorities, strictly implemented discharge declaration and discharge registration, and established wastewater treatment systems, including collection tanks, sedimentation tanks, valveless filtration, precision filtration and clear water tanks. Waste water has been discharged through the outlet in a uniform manner to meet the standards.

Flat Glass attaches importance to the value of giving back to society during continuous development. At Flat Glass, we regard our employees as the greatest asset and provide them with an equal and sound workplace to help individual growth. At the same time, the Company insists on participating in community activities and volunteer services to give back to society and realize co-existence for co-prosperity internally and externally.

## Efforts in Safeguarding Employees' Rights and Benefits

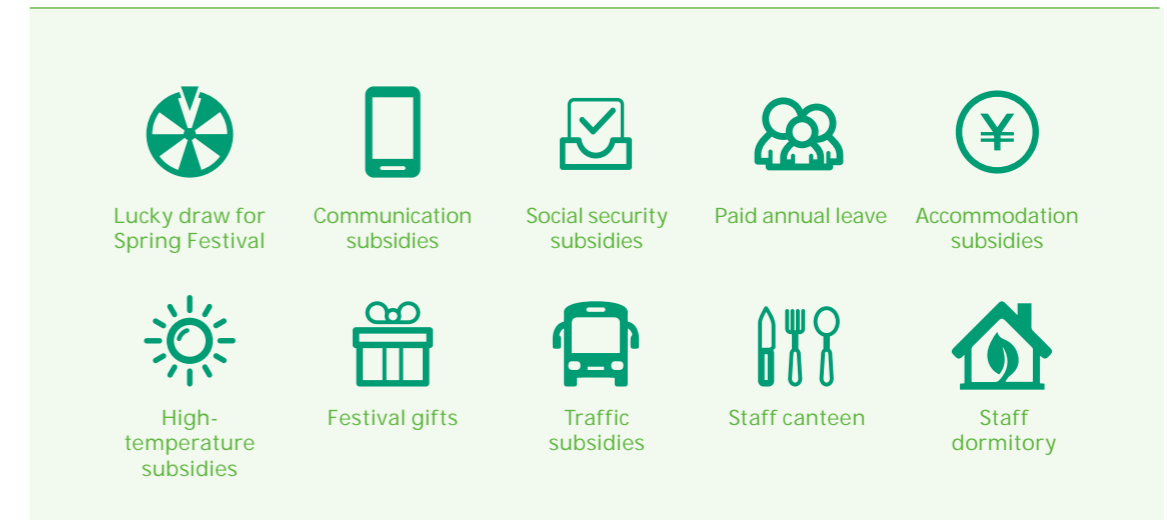
We are committed to safeguarding the rights of our employees, respecting their differences, providing a safe and harmonious workplace for each employee, and enhancing the cohesiveness and happiness of our employees through employee care, employee welfare and other related activities in the common pursuit of achieving sustainable development.

### Employees' rights and benefits

The Company strictly abides by the applicable laws and regulations such as the *Labor Law of the People's Republic of China*, the *Labor Contract Law of the People's Republic of China* and the working time limits and holidays stipulated by the laws of each business location, and follows the *Compilation of Human Resource Management Systems*, the *Annual Performance Appraisal Management Measures*, the *Attendance and Leave Management System*, and the *Compensation Management System* formulated by the Group to respect and protect the legitimate rights and interests of employees.

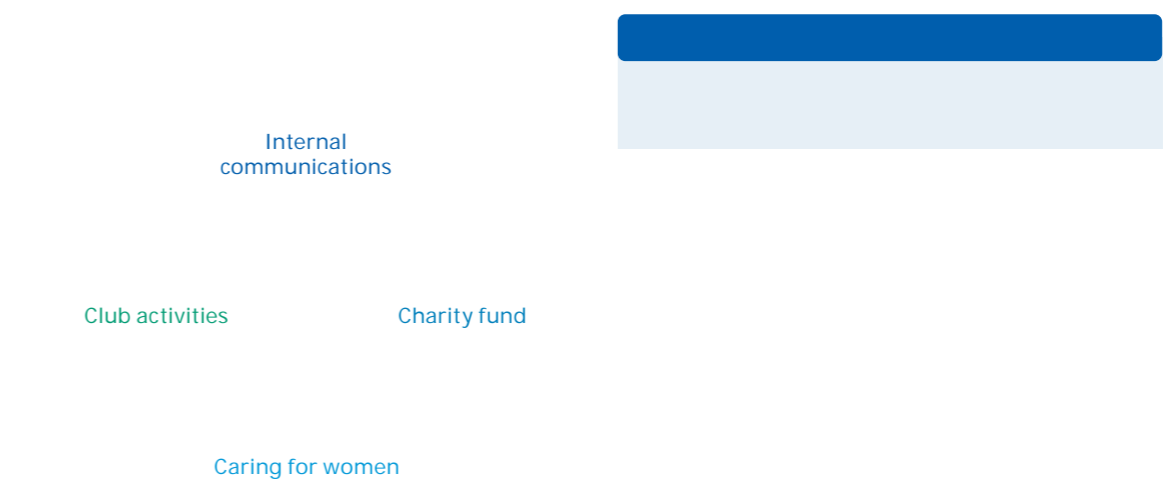
- 
  - **Recruitment:** We adhere to fair employment practices, we do not discriminate against or impose unfair treatment on employees regardless of age, gender, native place, religious belief, marital status, etc., and we say no to the employment of child labor or forced labor;
  - **Decruitment:** We have established a standardized separation management and dismissal process to fully protect the legal rights and interests of employees in the process of dismissal
  - **Compensation:** We have implemented fixed post and salary management, and the duty allowance base and the maximum bonus base for the management staff are subject to their ranks and technical titles.
- 
  - **Promotion and development:** We provide open and transparent promotion channels and encourage employees to gain a clear picture of their career orientation and choose the right career path for themselves. At the same time, through rotation and competitive recruitment, we provide development channels for each employee.
- 
  - **Labor hour:** Our employees work 5 working days (40 hours) a week; For employees involved in service, mechanical & electrical, R&D and other positions, we have implemented a comprehensive working hour system and an irregular working hour system, and submitted the comprehensive working hours for approval according to law;
  - **Vacation:** Our employees are entitled to national holidays, marriage leave, maternity leave, sick leave and other paid holidays in accordance with the law.

The Company has implemented policies related to employee welfare and provided employees with benefits such as high-temperature subsidies, traffic subsidies, communication subsidies and festival gifts, in addition to safeguarding their legal rights to receive labor compensation and enjoy statutory social insurance and break in accordance with the law.



### Caring for staff

The Company focuses on securing an efficient, relaxed and comfortable team climate for its employees, enriching their lives while also enhancing their sense of belonging and cohesiveness. All these efforts have helped them adapt quickly to new environment.



In September 2020, the Group held a Symposium on "Achieving Accomplishment for Personal Fulfillment". At the same time, the Group held a Ceremony for Honorary University Graduate Parents. The Group invited managers of the Group and university graduates to share their work and life experience. As such, the Group can better understand the concerns of its employees, while the newcomers also



To bring into play the teamwork spirit and staff care, for highlighting our humanistic care, the Company has set up a charity fund to provide caring allowance for employees hospitalized, offer condolence payments to employees in personal events such as births, weddings and funerals, and settling-in allowance for university students in need.

In 2020, the Charity Fund donated RMB 116,600 in total to 170 people.



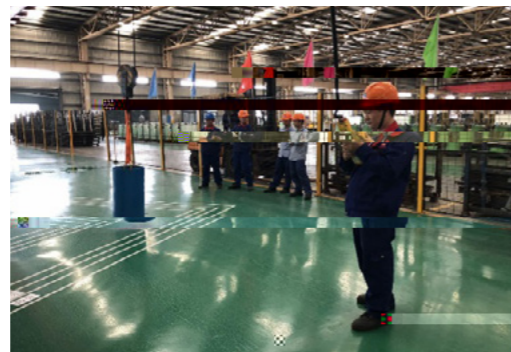




To comprehensively improve the level of operational skills of the Company's staff team, improve the expertise of employees, and further promote safe production, the Company actively participated in the skill contests for network security administrator, electrician, welder, forklift truck driver and other trades held in Xiuzhou District, Jiaying, and made impressive achievements, with the first prize in the network security administrator skill contest in Jiaying, the first prize and third prize in the electrician skill contest in Xiuzhou District, and the first prize in the forklift truck driver skill contest in Xiuzhou District, etc.



Scene of electrician skill contest in Xiuzhou District



Scene of forklift truck driver skill contest in the Headquarters Industrial Park

### Staff development

Staff Development Management System, Staff Rotation System, Performance Management System, Safety Management System, and other systems have been established and continuously improved. The Company has fostered a safety culture, fully ensured the safety of employees, and secured employees a safe and comfortable working environment free from occupational hazards.



In June 2020, the Group carried out a company-wide occupational skill appraisal for 27 employees, with emphasis on employees' ideology and morality, occupational ability, and work performance report. After passing theoretical examinations and practical operation assessment, a total of 25 persons obtained the occupational skill level certificate.



Scene of the awarding ceremony of occupational skill level certificates

# Production safety and

The Company has put in place a production safety responsibility system and identified General Managers as the first person in charge of the Company's safety production and occupational health, who is responsible for the administration of safety production and occupational health; and set up safety production authorities in each business division. The Company has integrated occupational health and safety into the system construction and management system policy, promoted the participation of all employees in the hidden danger investigation and continuously enhanced the safety awareness of all employees.

- Responsibility system for safe production
- Management system for safe production
- Set production safety targets and make assessment accordingly

- Equipment safety and fire safety
- Safe production and hazardous operations
- Hazardous chemical safety
- Articles for labor protection

- Targeted inspection and hidden danger investigation
- Rewards for whistleblowing of potential accidents

- Safety awareness and safety training
- Continuous improvement

## Production safety

In accordance with the principle of "full coverage and zero tolerance", *Law of the People's Republic of China on Work Safety*, *Guideline of China Occupational Safety and Health Management System* and other laws and regulations, as well as the requirements of relevant production safety regulations and ordinances of Zhejiang Province, the Company has set production safety targets, carried out safety control on production processes, strengthened the development of safety culture, and mobilized emergency response, in order for production safety accidents prevention and reduction and protection of life and property security for the Company and its employees. In 2020, the Company saw zero death for work-related injury.

- Set production safety targets and indicators every year, and assess the implementation of the targets and indicators.

- Establish a production safety management system and standardize the safety of production processes;
- Put in place the *Management System of Hidden Danger Investigation and Governance*, investigate hidden dangers by carrying out safety inspection, and put on file accordingly.

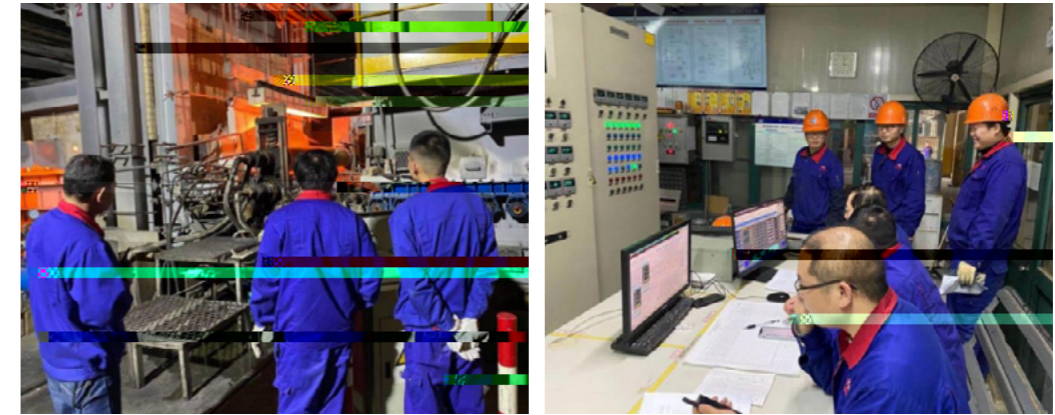
- Establish a *Safety Education and Training System*;
- Continue efforts to carry out job competence enhancement and production safety training to continuously improve employees' safety awareness.

- Formulate the *Accident Emergency Rescue System*, put in place an emergency command system an emergency plan for the emergency rescue team;
- Regular safety emergency drills are carried out to locate the problems existing in the emergency plan by simulating the site of accident, so that continuous improvement can be made for the emergency plan.

In May 2020, each workshop of Household Glass Division organized an OHS meeting on OHS training relating to the possible danger points of each position in daily work, the response methods of equipment failure and other key points of safety production. During the training, the safety production officers broke down the key management points and analyzed the cases of previous work-related accidents, thereby increasing the safety knowledge and raising the safety awareness of employees.



To enhance the awareness on safety precautions of all staff, elevate practical operation proficiency, and minimize the impact on production caused by water stoppage, the Photovoltaic Glass Division conducted an emergency drill in response to water stoppage (decompression) at the circulating station. During the drill, all departments displayed active engagement, teamwork, and smooth communication, thereby achieving a sound effect. The drill also enhanced the staff's ability to cope with emergencies.



From August to September 2020, the Household Glass Division held fire drills and evacuation drills in all workshops and departments in a centralized manner, provided training on the use of fire extinguishers, and guided abandon drills in response to emergency fire. All these efforts have improved employees' ability to use various types of firefighting equipment and increased their ability to cope with fire safety events such as fires.



Fire training organized by volunteer fire brigade

Emergency evacuation drill conducted by Electrical & Mechanical Department

## Chemical management

The dangerous chemicals mainly involved in the production and operation of the Company include: explosives

## Occupational health

## Efforts in Achieving Common Prosperity

As a responsible corporate citizen, Flat Glass is committed to promoting philanthropy on a regular basis and working together with its employees to actively advance various philanthropic activities.





COVID-19 tugged at the heartstrings of the Chinese nation at the beginning of 2020. Under such circumstance, the Company took immediate response and strengthened risk management to tackle the coronavirus, built a firm life line for employees, actively resumed work and production, and secured sound operation of the Company with its excellent ability to respond to emergencies. At the same time, the Company mobilized all its Party members to set up a volunteer service team and donate money for pandemic prevention. The Party members took actions, showed love and determination to fully support pandemic prevention efforts.

Donated RMB **1 million** to the Red Cross Society of Fengyang County.

A total of RMB **3,800** was donated by the Party members of Flat Glass Party Branch.

Donated dedicated funds of RMB **2 million** to Charity Federation of Xiuzhou District, Jiaxing for anti-COVID-19.

The Company produced a speedy plan in response to COVID-19 and took comprehensive measures to ensure the safety of employees for resumption of work and production.

-  Strengthen the management of anti-COVID-19 supplies. The Group's anti-COVID-19 team is responsible for allocating the limited supplies to make the best use of them;
-  Strictly check the foreign vehicles for goods inbound and outbound, standardize the entry and exit of foreign visitors to the Company, and strengthen corporate management during COVID-19;
-  Improve the Company's attendance system and encourage employees to work from home;
-  Actively coordinate with and implement local anti-COVID-19 policies.

The Company has implemented the *Flat Glass Group Employee Guide on pandemic prevention* formulated by the Group, which provides detailed requirements for employee protection before entering the factory, meal management, employee access and other aspects of prevention and control & safety management and tracking management, ensuring the health and life safety of our employees.

At the same time, the Company strengthened the publicity of knowledge on pandemic prevention and improved employees' awareness of health and pandemic prevention through official WeChat account "Photovoltaic Dream", internal WeChat group, slogan publicity in the factory, daily morning meeting and other channels.

## Care for vulnerable groups

Flat Glass follows the guideline of being a responsible corporate citizen to help the disadvantaged, promote the development of social welfare, and strive to advance common prosperity with society. The Company has paid attention to the socially disadvantaged groups and encouraged its employees to carry out condolence activities in the homes for the elderly at surrounding communities.



With the arrival of Spring Festival in January 2020, volunteers from the Company visited Jiaxing for "Village Spring Gala", in which they helped field staff set up stage and guide visitors to participate in various games. All these efforts has done good to the success of the community-based activities in celebration of the Chinese New Year. This volunteer service activity not only responded to the call of "wholeheartedly serving the people", but also promoted the inheritance





In January 2020, the Company carried out an activity to care for the elderly at a local nursing home. The activity was organized by the HR Department and the Social Responsibility Department. The activity consisted of visiting the elderly residents and performing various tasks for them, such as cleaning, painting, and playing games. The activity was very successful and the elderly residents were very happy to receive the company's attention.





Percentage of total products sold or shipped that are subject to recall for safety and health reasons	%	0
Number of customer complaints due to product quality or service	Case	783
Complaint handling rate <sup>1</sup>	%	100
Capital investments in technological innovation and R&D	RMB '0,000	28,471
Number of R&D employees	Person	438
Cumulative number of patents granted	Patent	144
Number of patent applications	Patent	24
Number of patents granted	Patent	22

Note:

[1]. The complaint handling rate in this Report is calculated using this formula:

$$\text{Complaint handling rate} = \frac{\text{Number of complaints handled}}{\text{Number of complaints received}} \times 100\%$$

Number of embezzlement lawsuits against the Company and its employees	Case	0
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Total philanthropic investments	RMB '0,000	337.15
Of which, charitable donations total	RMB '0,000	337.15

Subject Areas, Aspects, General Disclosures and KPIs		Disclosure Chapter
Subject Areas A. Environmental		
Aspects A1. Emissions		
General Disclosure A1	Relating to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste. (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer	Compliance and Business Ethics Environmental Management
KPI A1.1	The types of emissions and respective emissions data.	Emissions Reduction Key Quantitative Performance Indicators
KPI A1.2	Greenhouse gas emissions in total (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	Key Quantitative Performance Indicators
KPI A1.3	Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	
KPI A1.4	Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	
KPI A1.5	Description of measures to mitigate emissions and results achieved.	Emissions Reduction
KPI A1.6	Description of how hazardous and non-hazardous wastes are handled, reduction initiatives and results achieved	Emissions Reduction
Aspects A2. Use of Resources		
General Disclosure A2	Policies on the efficient use of resources, including energy, water and other raw materials.	Environmental Management Efficient Resource Utilization
KPI A2.1	Direct and / or indirect energy consumption by type (e.g. electricity, gas or oil) in total (kWh in 000s) and intensity (e.g. per unit of production volume, per facility).	Key Quantitative Performance Indicators
KPI A2.2	Water consumption in total and intensity (e.g. per unit of production volume, per facility).	
KPI A2.3	Description of energy use efficiency initiatives and results achieved.	Efficient Resource Utilization
KPI A2.4	Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency initiatives and results achieved.	Efficient Resource Utilization
KPI A2.5	Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced.	No packaging materials involved in the company







Article 1	About Flat Glass
Article 2	About Flat Glass Good Governance, Good Faith Management Customer First, Quality Excellence Green Operation, Harmonious Development Giving Back to Society, Common Prosperity Through Co-existence
Article 3	Consistent
Article 4	Key Quantitative Performance Indicators
Article 5.1	Giving Back to Society, Common Prosperity Through Co-existence
Article 5.2	Green Operation, Harmonious Development
Article 5.3	Good Governance, Good Faith Management Customer First, Quality Excellence Giving Back to Society, Common Prosperity Through Co-existence
Article 6	Consistent
Article 7	Consistent



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