

AN EVER- RESONATING HEART

2018/2019 ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT
環境、社會及管治報告

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T S L | 謝瑞麟

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ABOUT THE REPORT

關於本報告

This is the third Environmental, Social and Governance (“ESG”) Report published by Tse Sui Luen Jewellery (International) Limited (the “Company”, together with its subsidiaries the “Group”). This bilingual report can be viewed and downloaded from websites of the Company and The Stock Exchange of Hong Kong Limited (“SEHK”).

Reporting Scope and Period

Aligned with the scope of the previous reporting, this report discloses the key initiatives and performance on environmental and social aspects of the Group’s jewellery manufacturing and retail businesses in Hong Kong, Macau and the People’s Republic of China (the “PRC”) between 1 April 2018 and 31 March 2019 (the “reporting period”). While the core businesses of the Group are covered in this report, it is on the Group’s agenda to refine the data collection system, paving the way for a more meaningful analysis and a wider reporting scope in the future. The reporting scope of this report is summarised as follows¹:

| Business 業務 | Locations 地點 | Operations 營運 |
|---|---|---|
| Jewellery Manufacturing and Retail 珠寶製造及零售 | Hong Kong 香港 Macau 澳門 The PRC 中國內地 | Office, retail stores and factory 辦公室、零售店鋪及廠房 Retail stores 零售店鋪 Office, retail stores and factory 辦公室、零售店鋪及廠房 |

本報告為謝瑞麟珠寶(國際)有限公司(「本公司」，連同其附屬公司，統稱「本集團」)發表的第三份《環境、社會及管治(ESG)報告》。本中英對照報告可於本公司網站及香港聯合交易所有限公司(「聯交所」)網站瀏覽及下載。

報告範圍及涵蓋期間

本報告披露本集團於2018年4月1日起至2019年3月31日期間(「報告期」)之環境及社會關鍵舉措和表現。與去年報告範圍相同，本報告聚焦本集團位於香港、澳門及中國內地之珠寶製造及零售業務。本報告已涵蓋本集團的核心業務，然而本集團計劃完善資料收集系統，為未來進行更具意義的分析和擴大報告範圍作準備。本報告之報告範圍摘要如下¹：

¹ Operations in Malaysia and Japan, which accounted for around 1.5% of the total turnover of the Group, are excluded.

¹ 位於馬來西亞及日本之營運佔本集團總營業額約1.5%，並不包括在報告範圍內。

ABOUT THE REPORT (CONTINUED)

關於本報告(續)

Reporting Principles

This report is prepared in accordance with the “comply or explain” provisions and some of the “recommended disclosures” of Environmental, Social and Governance Reporting Guide (the “ESG Reporting Guide”) contained in Appendix 27 to the Rules Governing the Listing of Securities on the SEHK. The report adheres to the reporting principles stated in the ESG Reporting Guide, namely materiality, quantitative, balance, and consistency.

Confirmation and Approval

This report is compiled according to the data and information obtained from the official documents, statistical data, management and operation information within the Group. The Group has established an internal control and formal review process to ensure that any information presented in this report is as accurate and reliable as possible. The report has been approved by the board of directors of the Company (the “Board”) on 19 June 2019.

Opinion and Feedback

The Group values stakeholder opinions on our ESG strategies, policies and performance. If you have any questions or suggestions regarding the content or format of the report, please contact us by email at ir@tslj.com.

報告準則

本報告按聯交所證券上市規則附錄二十七《環境、社會及管治報告指引》中「不遵守就解釋」條文及部份「建議披露」的規定編寫，並遵從當中的匯報原則－重要性、量化、平衡及一致性。

確認及批准

本報告引用的所有數據和資料均來自本集團的官方文件、統計數據管理和營運資料。本集團已設立內部監控及正式審查程序，確保本報告所有呈現的資料均準確可靠。本報告已於2019年6月19日經由本公司董事會(「董事會」)批准。

意見反饋

本集團重視持份者對我們的ESG策略、政策及績效的意見。如閣下對本報告的內容或匯報方式有任何疑問或建議，請以電郵 ir@tslj.com 聯絡我們。

OUR STAKEHOLDERS

我們的持份者

The Group values communications with key stakeholders regarding its directions and performance relating to ESG aspects. We reckon that our stakeholders, comprising employees, customers, investors, suppliers, industry associations, media and non-governmental organisations, can give us their valuable opinions and feedback for us to improve and optimise business practices to achieve our sustainability goals.

The Group leverages on multiple communication channels to engage its key stakeholders. The regular communication platforms and channels are as follows:

本集團重視與其主要持份者就 ESG 方針及表現的溝通。我們的持份者包括員工、顧客、投資者、供應商、行業協會、媒體及非政府組織。他們提供的寶貴意見及反饋有助我們改進及完善業務慣例，以實現可持續發展目標。

本集團善用多元化溝通渠道與主要持份者溝通，包括以下定期使用的溝通平台及渠道：

| Customers 顧客 | Community 社區 | Employees 員工 |
|--|--|--|
| <p>The Group listens to customers through customer service hotline, feedback forms, courtesy visits, as well as day-to-day communication between front-line employees and customers.</p> <p>本集團透過顧客服務熱線、意見表格、拜訪及前線員工與顧客的日常溝通，聆聽顧客的需要。</p> | <p>The Group understands and addresses community needs through communication with non-governmental organisations and The TSL 謝瑞麟 Foundation.</p> <p>本集團通過與非政府組織溝通，以及 TSL 謝瑞麟基金，了解及回應社區的需要。</p> | <p>The Group encourages exchanges between employees. Employees can reflect their views through meetings, interviews, whistleblowing and complaint mechanism.</p> <p>本集團鼓勵員工互相溝通交流。員工可以透過會議、訪談、舉報及投訴機制反映意見。</p> |
| Investors, Shareholders and Media 投資者、股東及媒體 | Suppliers 供應商 | Industry Associations 行業協會 |
| <p>The Group disseminates information to investors and shareholders through shareholders' meetings, financial reports, ESG reports and other disclosure documents and announcements.</p> <p>The Group also communicates with media through press releases, press conferences and media gatherings.</p> <p>本集團通過股東大會、財務報告、ESG 報告及其他披露文件及公告，向投資者及股東發放資訊。</p> <p>同時，本集團透過發佈新聞稿以及舉辦發布會和聚會，與媒體保持溝通。</p> | <p>A tender selection and evaluation system is in place to screen suppliers; while ongoing communication with suppliers is maintained.</p> <p>本集團設有投標篩選及評估系統以篩選供應商，並保持與供應商的持續溝通。</p> | <p>The Group takes the initiative to maintain the relationship with industry associations. Apart from attending meetings and email communication, the Group participates in competitions and accreditation programmes.</p> <p>本集團主動與行業協會保持聯繫。除了出席會議及以電郵溝通，本集團亦參與各項比賽及認證計劃。</p> |

OUR STAKEHOLDERS (CONTINUED)

我們的持份者 (續)

Materiality Assessment

The Group is keen to identify the material issues that have a great impact on our stakeholders and businesses. With the assistance of a sustainability consultant, management of the Group reviewed the 11 aspects listed in the ESG Reporting Guide and identified six material environmental and social issues. The result of the review is aligned with that of last year.



The Group strives to establish a strong tie with our stakeholders on sustainability. To gain in-depth understanding of the expectation of both internal and external stakeholders, the Group is considering to develop an engagement plan to ensure sustainability engagement activities are carried out on a systematic and regular basis.

重要性評估

本集團積極辨別對持份者及業務構成重大影響的重要性議題。在可持續發展顧問的協助下，本集團的管理層對《環境、社會及管治報告指引》中十一項範疇進行審視，從當中識別六項重要性環境及社會議題。評估結果與去年一致。

本集團致力與持份者在可持續發展上維持緊密聯繫。為深入了解內部及外部持份者的期望，本集團正考慮建立溝通計劃，確保能有系統地定期進行可持續發展溝通活動。

OUR SUSTAINABILITY GOVERNANCE

我們的可持續發展管治

The Group is committed to maintaining good governance to capitalise the opportunities and minimise the risks arising from ESG issues. We acknowledge that it is the Board's responsibility in overseeing ESG issues, including identifying material ESG risks and determining the management approach against the same.

ESG governance has been a priority for the Board and we are constantly looking for opportunities to enhance our performance. We aim to adopt a holistic approach as we strengthen our ESG strategy and policies in different aspects, including environmental protection, employment, product responsibility and community investment. To manage and implement ESG policies and measures in a more systematic and effective manner, we are considering new initiatives to oversee group-wide ESG issues.

With respect to ESG disclosure, the Group understands the importance of following the reporting principles indicated in the ESG Reporting Guide, namely materiality, quantitative, balance, and consistency. To integrate ESG into business strategy, the Group will conduct an evaluation of the data collection system and process so as to facilitate its stakeholders to have a comprehensive understanding of its ESG performance and allow meaningful analysis and targets setting in the long-run.

ESG Risk Management

The Audit Committee oversees the risk management and internal control systems of the Group, reports to the Board on any material issues, and makes recommendations to the Board. The Board acknowledges its responsibility for overseeing the risk management and internal control systems of the Group and reviewing their effectiveness annually. The risk management process includes risk identification, risk evaluation, risk management measures and risk control and review. In the future, the management of the Group will proactively incorporate ESG risks into the risk management process so that they can be effectively identified, analysed, evaluated, responded, monitored and communicated.

本集團致力維持良好管治，以把握ESG議題帶來的機遇和減少風險。我們知悉監管ESG議題是董事會的責任，包括識別重要性ESG風險及決定相關的管理方針。

董事會一直重視ESG議題管治，並不斷尋找機會提升管治表現。我們期望透過全方位管理，鞏固本集團在環境保護、僱傭、產品責任和社區投資等不同層面的ESG策略及政策。為更有系統及更有效地管理及推行ESG政策及措施，我們正考慮實施新措施，以監管集團層面的ESG議題。

就ESG表現的披露，本集團明白遵從《環境、社會及管治報告指引》中的匯報原則（即重要性、量化、平衡及一致性）之重要性。為把ESG概念融入業務策略，本集團將評估資料收集系統及過程，以協助持份者全面了解其ESG表現，以及確保長遠可進行有意義的分析和訂立目標。

ESG 風險管理

審核委員會負責監管本集團的風險管理及內部監控系統，向董事會匯報任何重大議題及提出建議。董事會明瞭其監管本集團的風險管理及內部監控系統，以及每年審視其有效性的責任。風險管理過程包括風險辨別、風險評估、風險管理措施以及風險控制和檢討。未來，本集團的管理層將積極把ESG風險納入風險管理過程之中，以便有效地識別、分析、評估、回應、監察及傳達有關風險。

OUR PEOPLE

我們的員工

The Group hires over three thousand employees across Asia. We attach importance to human resources with a mission to foster a decent and caring workplace which respects employee rights and interests, embraces equal opportunities, safeguards health and safety, and emphasises on training and development opportunities.

Employee Rights and Welfare

For the Hong Kong, Macau and the PRC operations, the Group communicates its employment policy through the Employee Handbook, which clearly stipulates the various aspects of employment conditions including compensation and dismissal, recruitment, working hours, rest periods, equal opportunity, anti-discrimination, and other benefits and welfare.

The Group cherishes fairness, zero discrimination, diversity and inclusiveness in its workplace. We provide equal opportunities for recruitment, promotion, salary adjustment, and training to employees based on their qualifications, capability, performance and other relevant criteria. Job applicants who have relatives working in the Group must make a declaration to ensure fair recruitment process. Besides, the Group provides guidelines on how to avoid sexual harassment and report on suspected cases to the Human Resources (“HR”) Department.

The Group takes pride in its professional team. We offer attractive remuneration package to attract and retain talents, which includes overtime work allowances, travel allowances, birthday leave, wedding anniversary leave, compensation leave, 6-day matrimonial leave, and discount rate for jewellery products of the Group. In addition, the Group is a family-friendly employer. To support breastfeeding employees, private and furnished breastfeeding rooms are available at the Hong Kong and Guangzhou offices.

Child and forced labour are strictly forbidden in all of the operations. The HR Department carries out prudent verification check on the identification documents of applicants in the recruitment process to avoid violation of relevant laws and regulations.

During the reporting period, the Group acted in compliance with the laws and regulations relating to employment and labour practices, including the Employment Ordinance, the Employees’ Compensation Ordinance and the Employment of Children Regulations for Hong Kong, and Labour Law of the PRC. No non-compliance cases were observed.

本集團在亞洲聘請逾三千名員工。我們重視人力資源，並以建立具尊嚴和關愛的工作環境為宗旨。當中包括尊重員工的權益及利益，提倡平等機會，保障健康與安全，及重視培訓和發展機會。

員工權益及福利

本集團透過《員工手冊》向位於在香港、澳門及中國內地的員工傳達其僱傭政策。手冊清晰訂明各種僱傭條件，包括薪酬及解僱、招聘、工作時數、假期、平等機會、反歧視以及其他待遇及福利。

本集團珍視一個公平、無歧視、多元化及包容的工作環境。我們在招聘、晉升、薪酬調整和人才培訓各方面均會以資歷、能力、表現及其他相關標準作考慮，為員工提供平等機會。如應徵者親友為本集團員工，必須申報，以確保招聘過程公平。此外，本集團向員工提供有關如何防止性騷擾行為及向人力資源部門舉報懷疑個案的指引。

本集團以其專業團隊為榮。為吸引及挽留人才，我們提供具吸引力的薪酬待遇，包括超時工作津貼、交通津貼、生日假期、結婚週年紀念假期、補假、六日婚假及本集團珠寶產品購物優惠。此外，身為體恤家庭生活的僱主，本集團在香港及廣州的辦公室設有獨立和配備齊全的哺乳室，支持餵哺母乳的員工。

我們的所有營運均嚴禁聘用童工及強制勞工。人力資源部門在招聘過程會謹慎監查應徵者的身份證明文件，避免違反相關法律及法規。

報告期內，本集團遵守與僱傭及勞工慣例相關的法律及法規，包括香港《僱傭條例》、《僱員補償條例》及《僱用兒童規例》，以及《中華人民共和國勞動法》。本集團並無發現違法違規個案。

OUR PEOPLE (CONTINUED)

我們的員工(續)

Development and Training

The Group nurtures employees with a wide variety of customised training programmes and ample development opportunities to sharpen their knowledge and skills for discharging duties at work and advance to a higher level in career.

發展與培訓

本集團為員工提供不同種類的定制培訓計劃及充分發展機會，提升他們的工作知識及技能，協助他們執行職務和在事業上更上一層樓。



OUR PEOPLE (CONTINUED)

我們的員工(續)

To serve the training needs for business development and day-to-day operations, the Group organised a series of training programmes for employees of different working levels and roles during the reporting period. Apart from the Total Service and Sales Management Project, which was designed by an external consultancy, the Group initiated a Mobile Learning Platform and Certified Business Trainer Project with systematically designed proprietary programmes such that different training modules are carried out by phases, and a comprehensive assessment will be conducted throughout the training and certification process.

In particular, we provide training to frontline staff on three categories, namely Operation excellences, Product excellences, and People excellences. The team's outstanding performance has earned the Group several gold and leader awards presented by the Hong Kong Retail Management Association in its Mystery Shoppers Programme.

For the PRC operation, the Group launched a course on TSL corporate culture in June 2018 to familiarise the employees with its brand history, mission, vision and core values. Over 300 employees have attended the course by the end of the reporting period. Separately, the Group organised a team building outing for employees in the Panyu factory in the PRC in October 2018.

為滿足業務發展及日常營運的培訓需要，本集團於報告期內為不同階級及崗位的員工舉辦一系列培訓計劃。除了由外部顧問設計之「全面服務及銷售提升計劃」外，本集團開展了「流動學習平台及認可業務導師計劃」，該計劃乃根據有系統地設計的專有課程分階段向員工提供不同程度的培訓，並設有涵蓋培訓以至認證整個過程的評估機制。

我們為前線員工提供針對優秀營運、優秀產品及優秀員工三大主題的培訓。有賴團隊的出色表現，本集團在香港零售管理協會「神秘顧客計劃」中取得數個金獎及組別服務領袖的殊榮。

在中國內地的營運上，本集團在2018年6月推出了關於謝瑞麟企業文化的培訓課程，讓員工了解品牌的歷史、使命、願景及核心價值。截至報告期末，逾三百名員工參與了該課程。本集團亦於2018年10月為中國內地番禺廠房的員工舉辦了一項建立團隊精神的戶外活動。



OUR PEOPLE (CONTINUED)

我們的員工(續)

Along with training programmes provided by the Group, study subsidy is available for employees to pursue further study related to their jobs and duties by attending workshops, seminars and courses offered by external parties. Besides, we conduct appraisal annually to facilitate exchanges between employees and their supervisors regarding expectation for the job, employees' performance, ability and training needs, etc. The appraisal reports will serve as a basis for promotion, salary adjustment and the bonus level.

Occupational Health and Safety

The Group's Safety Policy prioritises health and safety in the workplace. We pledge to maintain a high-standard safety management system in compliance with the relevant laws and regulations, as well as the latest safety procedures and guidelines. A Safety Committee has been established to implement the health and safety policies, monitor the overall safety performance through inspections at different operations and report accordingly. Meeting every two months, the Committee is also responsible for setting the annual safety targets and evaluate policy and management system at least once a year. During the reporting period, the Group conducted an annual fire drill and appointed an external consultant to provide safety training to employees.

Mental health is a key to employee well-being. The Group appoints a professional third-party to offer counselling services to its employees, their spouses and children in the form of hotline, face-to-face meetings and clinical psychological service. Content and process of the consultation will be kept confidential.

During the reporting period, there were no cases of work-related accident. The Group was not aware of any cases of non-compliance of relevant laws and regulations, including the Occupational Safety and Health Ordinance for Hong Kong.

除了本集團提供的培訓計劃外，我們亦為員工提供進修津貼，供他們參加由外部機構舉辦，與工作及職務相關的工作坊、研討會及課程。另外，我們每年進行績效評估，促進員工與其上級就工作期望、員工表現、能力及培訓需要等方面的交流。評估報告將作為晉升、薪酬調整及獎金水平的依據。

職業健康及安全

本集團的《安全政策》列明，工作環境的健康及安全為首位。我們承諾維持高水平的安全管理系統，符合相關法例法規，以及最新的安全程序及指引。我們的安全委員會，負責推行健康及安全政策，並透過檢查不同營運點監管整體安全表現，繼而適時進行匯報。委員會每兩個月舉行會議，並負責制定年度安全目標，以及最少每年一次檢討政策及管理系統。本集團於報告期內舉行了一次年度消防演習，並委任外部顧問為員工提供安全培訓。

精神健康是員工福祉的關鍵。本集團委任獨立專業人士以熱線、面談及臨床心理服務的方式，為員工以及其配偶和子女提供輔導服務。一切諮詢內容和過程須保密處理。

本集團於報告期內並無發生與工作相關的意外，亦無發現任何違反相關法例法規(包括香港《職業安全及健康條例》)的個案。

OUR OPERATING PRACTICES

我們的營運慣例

The Group operates in a responsible manner upholding high standards of business ethics and integrity. The Group endeavours to protect intellectual property rights and privacy, deliver quality products and services, maintain a sustainable supply chain and fight against corruption.

Supply Chain Management

In the value chain of the Group, we work closely with material suppliers, contractors and manufacturers. Caring about the ESG performance of its supplier chain, the Group requests its suppliers to integrate sustainable and responsible practices into their business operations, including maintaining high safety standards, and managing environmental and social risks.

In particular, the Group only sources diamonds from suppliers which comply with the Kimberley Process, a recognised certification scheme for ethical diamond trading. All diamond invoices must carry the statement:

"The diamonds herein invoiced have been purchased from legitimate sources not involved in funding conflict and in compliance with United Nations resolutions. The seller hereby guarantees that these diamonds are conflict free, based on personal knowledge and/or written guarantees provided by the supplier of these diamonds."

A clear procurement guideline, overseen by the Purchasing Management Team, is in place to ensure that tenderers are carefully and fairly selected, evaluated and monitored. Only suppliers which have fulfilled the Group's quality requirements, complied with all applicable laws and regulations and met the ESG performance expectation will be selected and kept in the supplier list.

本集團恪守高標準的商業道德及誠信，以負責任的方式經營業務。本集團竭力保護知識產權及私隱，提供優質的產品及服務，維持可持續發展的供應鏈，以及打擊貪污。

供應鏈管理

本集團與價值鏈的業務夥伴，包括物料供應商、承辦商及製造商緊密合作。本集團關心供應鏈的ESG表現，要求供應商於其營運中綜合可持續發展理念及負責任的實踐，包括維持高安全標準和管理環境及社會風險。

本集團只會從遵從金伯利進程的供應商採購鑽石。金伯利進程是一個獲認可的合乎道德鑽石貿易的發證計劃，所有鑽石發票必須附帶相關聲明：

「此發票上的鑽石來自合法來源，並不涉及資助衝突且符合聯合國決議。賣家以鑽石供應商的個人知識及／或所提供的書面保證為依據，保證鑽石為無衝突鑽石。」

我們已制定採購指引，由採購管理團隊監管，確保謹慎及公平地選擇、評估及監察投標者。供應商須符合本集團的質量要求，遵從所有適用法例法規，以及滿足對其ESG表現的期望，方可列入供應商名單。

OUR OPERATING PRACTICES (CONTINUED)

我們的營運慣例(續)

Product Responsibility

The Group positions its brand with quality services and jewellery products. The Group adheres to industry standards and relevant regulations for the manufacturing and retailing of jewellery, such as the Trade Descriptions Ordinance and the Law of the People's Republic of China on the Protection of Consumer Rights and Interests, as well as laws in Macau, Japan and Malaysia. The quality of the Group's products has been accredited with "Quality Gold Mark Scheme" and "Natural Fei Cui Quality Mark" by The Hong Kong Jewellers' & Goldsmiths' Association, and "Natural Diamond Quality Assurance" mark and "Integrity Pledge" by The Diamond Federation of Hong Kong.

Apart from accreditation, customer satisfaction is one of the key indicators of the Group's performance. As such, avoiding and handling customer complaint is an essential part of the customer service training the Group offers to the frontline employees. During the reporting period, the Group received 152 complaints related to products and service in the PRC. All complaints were handled in accordance with our complaint handling procedure manual, which provides detailed guidelines to the frontline employees on how to deal with complaints relating to product quality, customer service and product repair. Customers can give their feedback to us via various channels, including shops, emails, service hotline and social media platforms, and any complaints will be responded properly and in a timely manner.

The Group respects customers' right to know. All product labels carry essential information such as the products' origins, quality accreditations, etc. Regarding advertising matters, the Group has been increasing its efforts in e-marketing through social media platforms and conduct those activities in adherence to applicable laws and regulations in respective jurisdictions.

During the reporting period, no products were recalled due to health and safety reasons. The Group understands its responsibility to safeguard customers' interest by ensuring their health and safety by disseminating balanced and correct information in the product labels and advertisements.

產品責任

本集團的品牌定位為提供優質的服務及珠寶產品。本集團遵從行業標準及與珠寶製造及零售相關的規例，例如《商品說明條例》及《中華人民共和國消費者權益保護法》，以及澳門、日本及馬來西亞的法律。本集團的產品已取得多項質量認證，包括由香港珠石玉器金銀首飾業商會頒發的「優質足金標誌」和「天然翡翠標誌」，以及香港鑽石總會頒發的「天然鑽石品質保證」和「誠信保證」。

除認證外，顧客滿意度亦是評核本集團表現的主要指標之一。因此，本集團為前線員工提供顧客服務培訓，並把避免及處理顧客投訴納入培訓的必修部分。本集團於報告期內在中國內地接獲152宗有關產品和服務的顧客投訴，所有投訴均已按照投訴處理過程手冊處理。該手冊就如何處理有關產品質素、客戶服務及產品維修的投訴為前線員工提供詳細指引。顧客可以透過不同渠道，包括店舖、電郵、服務熱線及社交媒體平台提供反饋，我們會適當及適時回覆任何投訴。

本集團尊重顧客的知情權。所有產品標籤均附有必要資料，如產品來源地和質量認證等。對於廣告事宜，本集團一直透過社交媒體平台增加電子推廣，並在過程中遵守各個司法管轄區的適用法例法規。

本集團於報告期內並無產品因健康及安全原因需要進行回收。本集團明白其保障顧客利益的責任，透過在產品標籤及廣告發放中肯及正確的資料，確保顧客的健康與安全。

OUR OPERATING PRACTICES (CONTINUED)

我們的營運慣例 (續)

Data Privacy and Intellectual Property Rights

The Group has developed the Exclusive and Confidential Information Policy and an Intellectual Property (“IP”) Management System to protect sensitive information including personal data of employees, customers, clients and suppliers, as well as IP rights of the Group and the others.

Employees should strictly comply with applicable laws and regulations to properly collect, process, use and disclose the personal data of customers and employees. Only authorised persons and operations are allowed to access such information.

As for IP, the Group owns all the IP rights of technology innovations, trademarks and designs made within the Group. We register for the trademarks and designs in different jurisdictions and reserve the rights for legal actions whenever any infringement is discovered. At the same time, the Group’s IP Management System restricts employees from using and copying copyrighted materials including publications, software and audio/video materials, without the permission of copyright owners. Irregular inspections are carried out on the Group’s computers to avoid any IP rights infringement.

During the reporting period, the Group was not aware of any material non-compliance of laws and regulations that have a significant impact on the Group relating to product responsibility, including the Personal Data (Privacy) Ordinance and the Copyright Ordinance for Hong Kong.

資料保密及知識產權

本集團已制定《專屬和機密資訊政策》及知識產權管理系統，保護敏感資料，包括員工、顧客、客戶及供應商的個人資料，以及本集團及他人的知識產權。

員工須嚴格遵守適用的法例法規，適當地收集、處理、使用及披露顧客及員工的個人資料。只有獲授權人士或營運部門可以查閱該等資料。

在知識產權管理方面，本集團持有所有在本集團內產生的科技創新、商標及設計的擁有權。我們在不同司法管轄區登記商標及設計，並保留發現侵權行為時採取法律行動的權利。同時，本集團的知識產權管理系統限制員工在未取得版權持有人的批准前使用及複製具有版權資料，包括刊物、軟件及錄音或錄影。我們不定期檢查本集團的電腦，避免任何侵犯知識產權行為。

本集團於報告期內並無發現任何違反對本集團構成重大影響、與產品責任相關的法例法規，包括香港《個人資料(私隱)條例》及《版權條例》。

OUR OPERATING PRACTICES (CONTINUED)

我們的營運慣例(續)

Anti-corruption

The Group does not tolerate any forms of corruption, including bribery, money laundering, extortion or fraud. We have developed a set of anti-corruption policies with detailed procedures to prevent and tackle such activities.

As a jewellery manufacturing and retailing company based in Hong Kong, the Group abides by Joint Financial Intelligence Unit (“JFIU”) and Hong Kong Police Force’s Anti-Money Laundering and Counter-Terrorist Financing Guideline for Dealers in Precious Metals and Stones. Employees conduct background checks of the customers and buyers/sellers to identify if there are any suspicious activity indicators, e.g. unusual buying behaviour/payment method, appeared in the transactions. The Group will report suspicious cases to JFIU after due consideration.

The employees’ Code of Conduct stipulates the conditions under which employees can or cannot solicit and accept gifts and hospitality of any forms offered from parties which have business relations with the Group. Under all circumstances, acceptance of any interest should be approved by the Group in advance. Internal reporting procedures of violations of the Code were established for employees to report any misconduct and malpractices; they can report cases in writing to their supervisors or the HR Department. In the future, the Group will continue to review the effectiveness of its anti-corruption measures and to further enhance employee awareness.

During the reporting period, the Group was not aware of any material non-compliance of laws and regulations relating to bribery, extortion, fraud and money laundering, including Prevention of Bribery Ordinance for Hong Kong and Criminal Law of the PRC.

反貪污

本集團絕不容許任何形式，包括賄賂、洗黑錢、勒索或欺詐等的貪污行為。我們已制定一套反貪污政策，列明預防及應對貪污活動的詳細程序。

作為一家香港珠寶製造及零售企業，本集團遵守聯合財富情報組及香港警務處的《貴重金屬及寶石交易商打擊洗錢及恐怖分子資金籌集參考指引》。員工對顧客及買家／賣家進行背景調查，識別可疑活動，例如交易中的不尋常購買行為／付款方式。本集團會經適當考慮後向聯合財富情報組匯報可疑個案。

員工的《行為守則》列明容許或嚴禁員工從與本集團有業務關係的單位索取及接受任何形式的饋贈及接待的情況。不論任何情況，員工需得到本集團的事先批准方可接受利益。本集團已制定違反有關守則的內部舉報程序，以便員工報告任何不當或不法行為。他們可以書面形式向其主管或人力資源部門舉報。未來，本集團將繼續檢討反貪污措施的成效，及進一步加強員工意識。

報告期內，本集團並無發現任何違反與賄賂、勒索、欺詐及洗黑錢相關的法例法規，包括香港《防止賄賂條例》及《中華人民共和國刑法》的重大個案。

OUR ENVIRONMENT

我們的環境

The Group recognises its responsibility to minimise the environmental impacts caused by its activities and products. We have set up a task force group comprising members from different departments to promote employees' environmental awareness and to develop a set of environmental measures concerning energy saving and efficiency, green office, as well as paper and water saving. As mentioned in the previous section, it is the Group's plan to develop a set of more comprehensive environmental policies in the future.

Energy and Emissions Management

The Group pledges to reduce energy consumption in its operation so as to reduce carbon and other air emissions.

Energy Consumption

During the reporting period, purchased electricity constituted the majority of energy consumption, while the remaining was from the use of LPG and petrol.

| Type of Energy 能源種類 | Consumption 消耗量 | Unit 單位 |
|---|--------------------|---|
| Petrol 汽油 | 120,026.7 | kWh-e 千瓦時當量 |
| LPG 液化石油氣 | 2,004,856.9 | kWh-e 千瓦時當量 |
| Electricity 電力 | 2,666,165.6 | kWh 千瓦時 |
| Total energy consumption 總能源消耗量 | 4,791,049.2 | kWh-e 千瓦時當量 |
| Energy consumption intensity (by the Group's turnover) 能源消耗密度(按本集團營業額) | 1,178.6 | kWh-e/HKD million 千瓦時當量/百萬港元 |

Regarding its efforts to save energy, the Group participated in the Charter on External Lighting organised by Environmental Bureau of HKSAR Government to reduce billboard lighting of some of the Hong Kong retail shops during the reporting period. The Group's headquarters in Hong Kong was granted the Platinum Award while several retail shops were awarded the Gold Prize.

本集團明瞭其對減少活動及產品產生的環境影響的責任。我們已成立由不同部門成員組成的工作小組，負責提高員工的環境意識，及訂立一套有關節能及能源效益、綠色辦公室以及節約用紙及用水的環保措施。如前一章節所述，本集團計劃日後制定一套更完善的環境政策。

能源及排放管理

本集團承諾在營運中減少能源消耗，減少碳排放及廢氣排放。

能源消耗

報告期內，外購電力為主要能源消耗，其餘為液化石油氣及汽油使用。

有關節約能源的工作，本集團參與了香港特別行政區政府環境局舉辦的《戶外燈光約章》，在報告期內減少部分香港零售店的廣告招牌燈光。本集團的香港總部獲頒「鉑金獎」，而部份零售店則獲頒「金獎」。

OUR ENVIRONMENT (CONTINUED)

我們的環境(續)

Carbon Emissions

The Group commissioned a professional consultant to conduct carbon assessment to quantify the greenhouse gas (“GHG”) emissions (or “carbon emissions”) in its operation. The process of quantification was conducted according to the Guidelines to Account for and Report on Greenhouse Gas Emissions and Removals for Buildings (Commercial, Residential or Institutional Purposes) in Hong Kong and the guidelines published by the National Development and Reform Commission in the PRC² with reference to other international standards such as the ISO14064 standards.

The Group attempts to reduce GHG emissions through energy-saving initiatives. During the reporting period, the major source of GHG emissions of the Group was electricity consumption, accounting for around 80% of the total emissions.

碳排放

本集團委託專業顧問進行碳評估，量化營運中產生的溫室氣體排放(或「碳排放」)。量化的過程根據《香港建築物(商業、住宅或公共用途)的溫室氣體排放及減除的核算和報告指引》及中國國家發展和改革委員會發佈的指引²進行，並參考國際標準如ISO14064。

本集團嘗試以節能措施減少溫室氣體排放。本集團於報告期內的主要溫室氣體排放來源為電力消耗，佔總排放約80%。

| Scope 範圍 | GHG Emissions (tonnes of carbon dioxide equivalent (CO ₂ -e) 溫室氣體排放(噸二氧化碳當量)) |
|--|---|
| Scope 1: Direct GHG emissions 範圍1：直接溫室氣體排放 | 431.7 |
| Scope 2: Energy indirect GHG emissions 範圍2：能源間接溫室氣體排放 | 1,765.4 |
| Scope 3: Other indirect GHG emissions 範圍3：其他間接溫室氣體排放 | 35.7 |
| Total GHG emissions 總溫室氣體排放量 | 2,232.8 |
| GHG emissions intensity (by the Group's turnover in HKD million) 溫室氣體排放密度(按本集團每百萬港元營業額) | 0.55 |

Notes:

- Scope 1 Included emissions from stationary source in Panyu factory and mobile sources in Shenzhen and excluded emissions from the use of petrol in Hong Kong which accounted for an insignificant amount of the total energy use;
- Scope 2 Included emissions from indirect GHG emissions from the generation of purchased electricity;
- Scope 3 Included other indirect GHG emissions that occur outside the company, from sources such as disposal of paper, electricity used for freshwater and sewage processing by the Water Services Department and the Drainage Services Department in Hong Kong. The GHG emissions from disposal of paper in Hong Kong is calculated according to the purchase quantity of office paper, issuances of name cards, retail invoices, company letters and maintenance receipts.

備註：

- 範圍1 包括番禺廠房的固定源排放及深圳的移動源排放，不包括香港的汽車汽油使用的溫室氣體排放，因佔總能耗比例並不顯著；
- 範圍2 包括生產外購電力的間接溫室氣體排放；
- 範圍3 包括在企業外產生的其他間接溫室氣體排放，來源包括紙張棄置、香港水務署及渠務署處理食水及污水使用的電力。紙張棄置產生的溫室氣體排放按辦公室購買的紙張、卡片印發、零售發票、企業信件及維修單據的數量計算。

² The Guidelines for Accounting and Reporting Greenhouse Gas Emissions from Other Industrial Enterprises (Trial)

² 《公共建築運營企業溫室氣體排放核算方法和報告指南(試行)》

OUR ENVIRONMENT (CONTINUED)

我們的環境 (續)

Air Emissions

During the reporting period, the Group's air emissions mainly originated from the operation in Panyu factory. The table below presents air emissions generated from the use of LPG for gold melting, an energy-intensive production process.

| Pollutants 污染物 | Quantity (kg) 數量 (千克) |
|--|--------------------------|
| Nitrogen Oxides (NOx) ³ 氮氧化物 ³ | 448.9 |
| Sulphur Oxides (SOx) ⁴ 硫氧化物 ⁴ | 48.2 |
| Respirable Suspended Particulates (RSP) ⁵ 可吸入懸浮粒子 ⁵ | 24.5 |
| Volatile Organic Compound (VOC) ⁶ 揮發性有機化合物 ⁶ | 0.4 |

In order to reduce our energy consumption and subsequently mitigate our carbon emissions and air emissions, we have implemented different initiatives during the reporting period:

Electricity

- Clear light zoning diagram was drawn for the ease of lighting control
- Unnecessary lamps removed from the corner area and light trays
- Staff seating were re-arranged as to centralise the application of air-conditioning and lighting for energy-saving
- Designated employees were assigned to control the on & off of lighting before and after office hours
- Employees were encouraged to switch off lighting and air-conditioning after the use of a room, during lunch hour, or before leaving an area for a long time
- Employees were encouraged to switch off monitors or activate energy-saving mode during lunch hours
- Employees were encouraged to reduce brightness for monitors

³ Included emissions from utilization of LPG in Panyu factory only.

⁴ Included emissions from utilization of vehicles in Shenzhen and Panyu factory only.

⁵ Included emissions from Panyu factory only.

⁶ Included emissions from Panyu factory only.

廢氣排放

本集團於報告期內的廢氣排放主要來自番禺廠房的營運。熔金是一個能源密集型生產過程，以下表格顯示過程中使用液化石油氣的廢氣排放。

為減少我們的能源消耗從而減緩碳排放及廢氣排放，我們於報告期內執行了各種措施：

電力

- 繪製清晰的分區照明平面圖，以便照明控制
- 移除角落區域和燈托盤中不必要的燈泡
- 重新安排員工座位，集中空調和照明，節省能源
- 安排指定員工在辦公時間前後控制照明開關
- 鼓勵員工在使用房間後、午休或長時間離開該區域時關閉照明和空調
- 鼓勵員工在午休時關閉顯示器或啟動節能模式
- 鼓勵員工調低顯示器亮度

³ 只包括番禺廠房的液化石油氣使用產生的排放。

⁴ 只包括深圳及番禺廠房的汽車使用產生的排放。

⁵ 只包括番禺廠房產生的排放。

⁶ 只包括番禺廠房產生的排放。

OUR ENVIRONMENT (CONTINUED)

我們的環境(續)

Petrol

- Employees were encouraged to adopt green driving practices and use public transport
- Video conference equipment was available to minimise overseas business travel
- Maximised passenger capacity for single ride of corporate vehicles
- Accommodation with shortest distance from working site was preferred

LPG

- Continue to explore gold melting equipment with higher energy efficiency

Resources and Waste Management

The Group endeavours to use resources in a responsible manner. Packaging is an inevitable part in the retail business, in which paper bags contribute to the largest paper consumption amongst others.

Packaging Material

| Type of Packaging 包裝種類 | Quantity 數量 | Unit 單位 |
|---|----------------|---------------------|
| Paper Bag 紙袋 | 23.2 | tonnes 噸 |
| Gift Box ⁷ 禮物盒 ⁷ | 5.7 | tonnes 噸 |
| Plastic Bag ⁸ 膠袋 ⁸ | 0.5 | tonnes 噸 |
| Total 總量 | 29.4 | tonnes 噸 |

⁷ Only applicable to Hong Kong, Macau and PRC office.

⁸ Only applicable to Shenzhen and Panyu factory.

汽油

- 鼓勵員工養成綠色駕駛習慣和使用公共交通工具
- 提供視頻會議設備，盡量減少海外商務旅行
- 最大限度地提高每次乘坐公司車輛的乘客容量
- 優先選擇距離工作地點最近的住宿

液化石油氣

- 繼續探索更高能效的熔金設備

資源及廢物管理

本集團致力以負責任的方式使用資源。零售業務無可避免會牽涉使用包裝物料，其中紙袋佔紙張耗用的最大比重。

包裝材料

⁷ 只適用於香港、澳門及中國內地辦公室。

⁸ 只適用於深圳及番禺廠房。

OUR ENVIRONMENT (CONTINUED)

我們的環境 (續)

During the reporting period, we performed the initiatives below to reduce the use of paper.

- Employed digital devices to circulate meeting paper
- Electronic supporting medium instead of using paper/printing is encouraged
- Black & white and double-sided printing is the default printing setting
- Waste paper at designated collection area are available for reuse
- E-fax was widely adopted
- Participated the Paper Towel Saving Campaign organised by World Green Organisation
- Minimise use of paper by enhancing administration flow and procedure

Water Consumption

For water consumption, the operations in Hong Kong, Macau, and Panyu consumed a total of 25,647.2 m³ of freshwater⁹. To promote water conservation, we encourage employees to use cleaning mop and cloth in a container instead of under running water.

我們於報告期內採取了以下措施減少紙張耗用。

- 使用數碼設備傳閱會議文件
- 鼓勵以電子媒介代替紙張／打印
- 設定黑白雙面打印為預設模式
- 在指定區域收集廢紙作重複使用
- 廣泛使用電子傳真
- 參與世界綠色組織的減用抹手紙計劃
- 改善行政流程及程序，減少用紙

耗水

用水方面，香港、澳門及番禺的營運共耗用25,647.2立方米食水⁹。為提倡節約用水，我們鼓勵員工在容器中而非在流水下使用清潔拖把及抹布。

| | Quantity 數量 | Unit 單位 |
|---|----------------|--------------------------------------|
| Total water consumption 總耗水量 | 25,647 | cubic metres 立方米 |
| Water consumption intensity (by the Group's turnover) 耗水密度 (按本集團營業額) | 6.31 | cubic metres/HKD million 立方米／百萬港元 |

⁹ Freshwater from PRC office and Shenzhen factory are not included.

⁹ 不包括中國內地辦公室及深圳廠房之用水。

OUR ENVIRONMENT (CONTINUED)

我們的環境(續)

Waste Management

Hazardous waste is produced in the Group's a manufacturing processes. All hazardous waste is handled by registered contractors.

廢棄物管理

本集團在製造過程中產生的所有有害廢棄物均由已登記之承辦商處理。

| | Waste type 廢棄物種類 | Quantity 數量 | Unit 單位 |
|------------------------------|--|----------------|-------------|
| Non-hazardous waste 無害廢棄物 | General Waste/Domestic Waste ¹⁰ 一般廢棄物／生活垃圾 ¹⁰ | 34.9 | tonnes 噸 |
| | Paper 紙張 | 18.9 | tonnes 噸 |
| Hazardous waste 有害廢棄物 | Strong Alkaline Wastes 含有強鹼的廢物 | 0.00004 | tonnes 噸 |
| | Wastewater Containing Cyanide 含有氰化物的污水 | 0.68 | tonnes 噸 |
| | Toner Cartridges 硒鼓 | 1.0 | tonnes 噸 |
| | Computers 電腦 | 0.6 | tonnes 噸 |
| | Heptane 庚烷 | 0.7 | tonnes 噸 |

Concerning non-hazardous waste, we are aware of how the use of plastics pollute the environment. In response, the Group provides reusable spoons instead of plastic stirrers in the office pantry. With regard to paper consumption, we started to provide reusable glass cups instead of single use paper cups for visitors at the Group's headquarters this year. Besides, a total of 1,065kg of paper was recycled.

With the Group's sewage treatment tank, wastewater generated in the production process will only be discharged after three times of filtration followed by sludge sedimentation. In addition, the Group appoints professional sludge recyclers regarding sediment recycling.

無害廢棄物方面，有鑒於塑膠使用污染環境，本集團在辦公室茶水間提供可重用匙羹，代替塑膠攪拌棒。紙張消耗方面，我們今年開始為本集團總部訪客提供可重複使用的玻璃杯，代替一次性紙杯。此外，本集團共回收了1,065千克紙張。

本集團設有污水處理池，生產過程產生之廢水通過三次過濾及污泥沉澱後，方可排放。此外，本集團聘請專業污泥回收商，回收沉澱物。

¹⁰ Domestic waste from Hong Kong and Macau operations are not included.

¹⁰ 不包括香港及澳門營運產生的生活垃圾。

OUR
ENVIRONMENT (CONTINUED)
我們的環境(續)

Environment and Natural Resources

The Group strives to further reduce the environmental impacts associated with its activities and business. Going forward, the Group shall develop an overall environmental strategy to reduce waste, use of resources, and emissions.

During the reporting period, the Group was not aware of any material non-compliance of environmental laws and regulations, e.g. the Air Pollution Control Ordinance and the Waste Disposal Ordinance, that have a significant impact on the Group in relation to air and GHG emissions, discharges into water and land, and generation of hazardous and non-hazardous waste.

環境及天然資源

本集團致力進一步減低與其活動及業務相關的环境影響。未來本集團將建立全面環保策略，以減少廢棄物、資源使用及排放。

本集團於報告期內並無發生任何違反對本集團有重大影響而有關廢氣及溫室氣體排放、向水及土地的排污、有害及無害廢棄物的產生的環境法例法規，例如《空氣污染管制條例》及《廢物處置條例》的重大個案。

OUR COMMUNITY

我們的社區

The Group is dedicated to the sustainable development of the communities where we operate. With years of experience in community engagement, the Group moves in two directions to address the community needs and foster a better society.

On one hand, the Group continues to actively support and participate in charitable activities in Hong Kong and the PRC organised by non-governmental organisations, including Christian organisation and social enterprises, by means of donation, sponsorship and volunteer work. The environment, new immigrant, poverty are the three focus areas, while children and youth are the target audience of the Group's community initiatives.

On the other hand, The TSL | 謝瑞麟 Foundation, a trust with the primary goal of supporting the sustainable development of the jewellery industry in Hong Kong, will continue to nourish the artisan heritage of the Group and transfer jewellery knowledge for the betterment of the industry. The activities involved during the reporting period could be referred to the section headed "The TSL | 謝瑞麟 Foundation" in the Company's 2018/2019 Annual Report.

Management from the Group is also dedicated in contributing to the retail industry in Hong Kong by serving various positions in several retails associations. For example, Mrs. Annie Tse, the Chairman of the Group who has been elected as the Chairman of the Hong Kong Retail Management Association, had made great contributions to promote the growth of the industry. Also, as the top executive of the Group, she has been invited repeatedly by the University of Hong Kong to share the Group's experiences and knowledge as a pioneer in the jewellery industry with university students.

本集團致力在我們營運所在的社區推動可持續發展。本集團有多年參與社區活動的經驗，並從兩個方向回饋社區的需求，構建更美好的社會。

一方面，本集團繼續積極支持及參與香港及中國內地非政府組織的慈善活動，包括向基督教組織及社會企業提供捐款及贊助，以及參與其義工活動。其中本集團主要集中於環境、新移民及貧困人士等社會措施範疇，並以兒童及青年為目標受眾。

另一方面，TSL | 謝瑞麟基金是一個以支持香港珠寶行業可持續發展為主要目標的信託基金。該基金將繼續保育本集團的傳統工藝，傳承珠寶知識，促進行業發展。報告期內的相關活動可參考本公司的2018/2019年報中「TSL | 謝瑞麟基金」的章節。

本集團的管理層擔任多個零售協會的職務，致力為香港的零售業作出貢獻。例如，本集團主席謝邱安儀女士獲選為香港零售管理協會主席，為推動行業發展作出了重大貢獻。此外，作為本集團的高層管理人員，她曾多次獲香港大學邀請與大學生分享本集團作為珠寶業先驅的經驗及知識。

OUR COMMUNITY (CONTINUED)

我們的社區 (續)

The Group's wholly-owned subsidiary TSL Jewellery (H.K.) Co. Limited was awarded 10 Years Plus Caring Company logo. In addition, the Group continued its "Your Little Their Mickle" Charity Campaign to support UNICEF Hong Kong during the reporting period.



本集團全資擁有的子公司謝瑞麟珠寶(香港)有限公司獲頒10年Plus「商界展關懷」標誌。此外，本集團於報告期內繼續通過「聚沙成金」活動，支持聯合國兒童基金香港委員會。



ENVIRONMENTAL KPI SUMMARY

環境關鍵績效指標總覽

| Environmental KPIs 環境關鍵績效指標 | | Quantity 數量 | Unit 單位 |
|--------------------------------|--|----------------|--|
| A1.1 | Air emissions 廢氣排放 | | |
| | Nitrogen Oxides (NOx) ¹¹ 氮氧化物 ¹¹ | 448.9 | kg 千克 |
| | Sulphur Oxides (SOx) ¹² 硫氧化物 ¹² | 48.2 | kg 千克 |
| | Respirable Suspended Particulates (RSP) ¹³ 可吸入懸浮粒子 ¹³ | 24.5 | kg 千克 |
| | Volatile Organic Compound (VOC) ¹⁴ 揮發性有機化合物 ¹⁴ | 0.4 | kg 千克 |
| A1.2 | Greenhouse gas emissions in total and intensity 總溫室氣體排放及排放密度 | | |
| | Scope 1: Direct GHG emissions ¹⁵ 範圍1：直接溫室氣體排放 ¹⁵ | 431.7 | tonnes of CO ₂ -e 噸二氧化碳當量 |
| | Scope 2: Energy indirect GHG emissions ¹⁶ 範圍2：能源間接溫室氣體排放 ¹⁶ | 1,765.4 | tonnes of CO ₂ -e 噸二氧化碳當量 |
| | Scope 3: Other indirect GHG emissions ¹⁷ 範圍3：其他間接溫室氣體排放 ¹⁷ | 35.7 | tonnes of CO ₂ -e 噸二氧化碳當量 |
| | Total GHG emissions 總溫室氣體排放量 | 2,232.8 | tonnes of CO ₂ -e 噸二氧化碳當量 |
| | GHG emissions intensity (by turnover) 溫室氣體排放密度(按營業額) | 0.55 | tonnes of CO ₂ -e/HKD million 噸二氧化碳當量/百萬港元 |

¹¹ Emissions of NOx included emissions from utilization of LPG in Panyu factory only.

¹² Emissions of SOx included emissions from utilization of vehicles in Shenzhen and Panyu factory only.

¹³ Emissions of RSP included emissions from Panyu factory only.

¹⁴ Emissions of VOC included emissions from Panyu factory only.

¹⁵ Scope 1 – emissions from stationary source in Panyu factory and mobile sources in Shenzhen.

¹⁶ Scope 2 – emissions from indirect GHG emissions from the generation of purchased electricity

¹⁷ Scope 3 – emissions include other indirect GHG emissions that occur outside the company, from sources such as disposal of paper, electricity used for freshwater and sewage processing by the Water Services Department and the Drainage Services Department in Hong Kong. The GHG emissions from disposal of paper in Hong Kong is calculated according to the purchase quantity of office paper, issuances of name cards, retail invoices, company letters and maintenance receipts.

¹¹ 氮氧化物排放只包括番禺廠房的液化石油氣使用產生的排放。

¹² 硫氧化物排放只包括深圳及番禺廠房的汽車使用產生的排放。

¹³ 可吸入懸浮粒子排放只包括番禺廠房產生的排放。

¹⁴ 揮發性有機化合物排放只包括番禺廠房產生的排放。

¹⁵ 範圍1 – 番禺廠房固定源的排放及深圳移動源的排放。

¹⁶ 範圍2 – 生產外購電力的間接溫室氣體排放。

¹⁷ 範圍3 – 排放包括在企業外產生的其他間接溫室氣體排放，來源包括紙張棄置、香港水務署及渠務署處理食水及污水使用的電力。紙張棄置產生的溫室氣體排放按辦公室購買的紙張、卡片印發、零售發票、企業信件及維修單據的數量計算。

ENVIRONMENTAL
KPI SUMMARY (CONTINUED)

環境關鍵績效指標總覽 (續)

| Environmental KPIs 環境關鍵績效指標 | | Quantity 數量 | Unit 單位 |
|--------------------------------|---|----------------|--------------------------------------|
| A1.3 | Total hazardous waste produced and intensity 有害廢棄物總量及密度 | | |
| | Total hazardous waste 有害廢棄物總量 | 3.0 | tonnes 噸 |
| | Hazardous waste intensity (by turnover) 有害廢棄物密度 (按營業額) | 0.0007 | tonnes/HKD million 噸/百萬港元 |
| A1.4 | Total non-hazardous waste produced and intensity 無害廢棄物總量及密度 | | |
| | Total non-hazardous waste ¹⁸ 無害廢棄物總量 ¹⁸ | 53.8 | tonnes 噸 |
| | Non-hazardous waste intensity (by turnover) 無害廢棄物密度 (按營業額) | 0.0132 | tonnes/HKD million 噸/百萬港元 |
| A2.1 | Energy consumption by type 不同類型的能源消耗 | | |
| | Petrol 汽油 | 120,026.7 | kWh-e 千瓦時當量 |
| | LPG 液化石油氣 | 2,004,856.9 | kWh-e 千瓦時當量 |
| | Electricity 電力 | 2,666,165.6 | kWh 千瓦時 |
| | Total energy consumption 總能源消耗量 | 4,791,049.2 | kWh-e 千瓦時當量 |
| | Energy consumption intensity (by turnover) 能源消耗密度 (按營業額) | 1,178.6 | kWh-e/HKD million 千瓦時當量/百萬港元 |
| A2.2 | Water consumption in total and intensity 總耗水量及耗水密度 | | |
| | Total water consumption 總耗水量 | 25,647 | cubic metres 立方米 |
| | Water consumption intensity (by turnover) 耗水密度 (按營業額) | 6.31 | cubic metres/HKD million 立方米/百萬港元 |
| A2.5 | Total packaging material used for finished products 製成品所用包裝材料的總量 | | |
| | Total packaging material consumption ¹⁹ 總包裝材料耗量 ¹⁹ | 29.4 | tonnes 噸 |
| | Packaging material consumption intensity (by turnover) 包裝材料耗用密度 (按營業額) | 0.0072 | tonnes/HKD million 噸/百萬港元 |

¹⁸ Excluded domestic waste from Hong Kong and Macau operations.

¹⁹ Included paper bags, gift boxes (only applicable to Hong Kong, Macau and PRC office) and plastic bags (only applicable to Shenzhen and Panyu factory).

¹⁸ 不包括香港及澳門營運產生的生活垃圾。

¹⁹ 包括紙袋、禮物盒 (只適用於香港、澳門及中國內地辦公室) 及膠袋 (只適用於深圳及番禺廠房)。

SOCIAL KPI SUMMARY

社會關鍵績效指標總覽

| | Hong Kong and Macau 香港及澳門 | PRC 中國內地 | Total Workforce 總員工人數 | Male to Female Ratio 男女比例 |
|---|--|--|---|------------------------------|
| Number of Employees²⁰ 員工人數 ²⁰ | 760 | 2,634 | 3,394 | 1:4.07 |
| | Number of Work-related Fatalities 因工死亡數目 | Number of Work-related Injury 工傷數目 | Number of Days Lost Due To Work Injury 因工傷損失的工作日數 | |
| Work-related Fatality and/or Injury 因工死亡及/或工傷 | 0 | 15 | 461 | |
| | Rank/Gender 職級/性別 | Number of Attendance 參與人次 | Total 總數 | |
| Number of Attendance for Training 培訓參與人次 | Senior management 高級管理層 | 11 | | |
| | Middle management 中級管理層 | 796 | | |
| | General employees 一般員工 | 13,197 | 14,004 | |
| | Male 男性 | 2,026 | | |
| | Female 女性 | 11,978 | | |
| | | | | |

²⁰ The Group's employee number from Malaysia and Japan is included in Hong Kong and Macau.

²⁰ 本集團的香港及澳門員工數目包括馬來西亞及日本的員工人數。

SOCIAL
KPI SUMMARY (CONTINUED)
 社會關鍵績效指標總覽(續)

| | Rank/Gender 職級／性別 | Training Hours 培訓時數 | Total 總數 | Average Training Hours (per employee) 平均培訓時數(每名員工) |
|--------------------------------------|----------------------------|------------------------|-------------|---|
| Total Training Hours 總培訓時數 | Senior management 高級管理層 | 30 | 59,045 | 17.4 |
| | Middle management 中級管理層 | 3,679 | | |
| | General employees 一般員工 | 55,336 | | |
| | Male 男性 | 8,816 | | |
| | Female 女性 | 50,229 | | |

ESG REPORTING GUIDE CONTENT INDEX

環境、社會及管治報告指引內容索引

| Material Aspect 主要範疇 | Content 內容 | Page number 頁碼索引 |
|-------------------------|---|---------------------|
| A. | Environmental (in accordance with the “comply or explain” provisions of the ESG Reporting Guide) 環境（根據《環境、社會及管治報告指引》中「不遵守就解釋」條文） | |
| A1 | Emissions 排放物 | |
| | General Disclosure 一般披露 | 15-21 |
| | Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste. 一般披露 有關廢氣及溫室氣體排放、向水及土地的排污、有害及無害廢棄物的產生等的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。 | |
| A1.1 | The types of emissions and respective emissions data. 排放物種類及相關排放數據。 | 17, 24 |
| A1.2 | Greenhouse gas emissions in total and intensity. 溫室氣體總排放量及密度。 | 16, 24 |
| A1.3 | Total hazardous waste produced and intensity. 所產生有害廢棄物總量及密度。 | 20, 25 |
| A1.4 | Total non-hazardous waste produced and intensity. 所產生無害廢棄物總量及密度。 | 20, 25 |
| A1.5 | Description of measures to mitigate emissions and results achieved. 描述減低排放量的措施及所得成果。 | 15-18 |
| A1.6 | Description of how hazardous and non-hazardous wastes are handled, reduction initiatives and results achieved. 描述處理有害及無害廢棄物的方法、減低產生量的措施及所得成果。 | 20 |

ESG REPORTING
GUIDE CONTENT INDEX (CONTINUED)
 環境、社會及管治報告指引內容索引(續)

| Material Aspect 主要範疇 | Content 內容 | Page number 頁碼索引 |
|--|---|--|
| A2 Use of Resources 資源使用 | | |
| General Disclosure 一般披露 | Policies on the efficient use of resources, including energy, water and other raw materials. 有效使用資源(包括能源、水及其他原材料)的政策。 | 15-21 |
| A2.1 | Direct and/or indirect energy consumption by type in total and intensity. 按類型劃分的直接及/或間接能源總耗量及密度。 | 15, 25 |
| A2.2 | Water consumption in total and intensity. 總耗水量及密度。 | 19, 25 |
| A2.3 | Description of energy use efficiency initiatives and results achieved. 描述能源使用效益計劃及所得成果。 | 15-18 |
| A2.4 | Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency initiatives and results achieved. 描述求取適用水源上可有任何問題，以及提升用水效益計劃及所得成果。 | No issue in sourcing water; 19 不涉及求取水源問題；19 |
| A2.5 | Total packaging material used for finished products and with reference to per unit produced. 製成品所用包裝材料的總量及每生產單位佔量。 | 18, 25 |
| A3 The Environment and Natural Resources 環境及天然資源 | | |
| General Disclosure 一般披露 | Policies on minimising the issuer's significant impact on the environment and natural resources. 減低發行人對環境及天然資源造成重大影響的政策。 | 21 |
| A3.1 | Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them. 描述業務活動對環境及天然資源的重大影響及已採取管理有關影響的行動。 | 21 |

ESG REPORTING
GUIDE CONTENT INDEX (CONTINUED)

環境、社會及管治報告指引內容索引(續)

| Material Aspect 主要範疇 | Content 內容 | Page number 頁碼索引 |
|----------------------------|---|---------------------|
| B. | Social (in accordance with the “comply or explain” provisions and selected “recommended disclosures” of the ESG Reporting Guide) 社會(根據《環境、社會及管治報告指引》中「不遵守就解釋」條文及部分「建議披露」) | |
| B1 | Employment 僱傭 | |
| General Disclosure 一般披露 | Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare. 有關薪酬及解僱、招聘及晉升、工作時數、假期、平等機會、多元化、反歧視以及其他待遇及福利的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。 | 07 |
| B2 | Health and Safety 健康與安全 | |
| General Disclosure 一般披露 | Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to providing a safe working environment and protecting employees from occupational hazards. 有關提供安全工作環境及保障僱員避免職業性危害的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。 | 10 |
| B2.1 | Number and rate of work-related fatalities. 因工作關係而死亡的人數及比率。 | 26 |
| B2.2 | Lost days due to work injury. 因工傷損失工作日數。 | 26 |
| B2.3 | Description of occupational health and safety measures adopted, how they are implemented and monitored. 描述所採納的職業健康與安全措施，以及相關執行及監察方法。 | 10 |

ESG REPORTING
GUIDE CONTENT INDEX (CONTINUED)
 環境、社會及管治報告指引內容索引(續)

| Material Aspect 主要範疇 | Content 內容 | Page number 頁碼索引 |
|---|--|---------------------|
| B3 Development and Training 發展及培訓 | | |
| General Disclosure 一般披露 | Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities. 有關提升僱員履行工作職責的知識及技能的政策。描述培訓活動。 | 08-10 |
| B3.2 | The average training hours completed per employee by gender and employee category. 按性別及僱員類別劃分，每名僱員完成受訓的平均時數。 | 26-27 |
| B4 Labour Standards 勞工準則 | | |
| General Disclosure 一般披露 | Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child and forced labour. 有關防止童工或強制勞工的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。 | 07 |
| B4.1 | Description of measures to review employment practices to avoid child and forced labour. 描述檢討招聘慣例的措施以避免童工及強制勞工。 | 07 |
| B5 Supply Chain Management 供應鏈管理 | | |
| General Disclosure 一般披露 | Policies on managing environmental and social risks of the supply chain. 管理供應鏈的環境及社會風險政策。 | 11 |

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GUIDE CONTENT INDEX (CONTINUED)

環境、社會及管治報告指引內容索引(續)

| Material Aspect 主要範疇 | Content 內容 | Page number 頁碼索引 |
|----------------------------|--|---------------------|
| B6 | Product Responsibility 產品責任 | |
| General Disclosure 一般披露 | Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress. 有關所提供產品和服務的健康與安全、廣告、標籤及私隱事宜以及補救方法的： | 12-13 |
| B6.1 | Percentage of total products sold or shipped subject to recalls for safety and health reasons. 已售或已運送產品總數中因安全與健康理由而須回收的百分比。 | 12 |
| B6.2 | Number of products and service related complaints received and how they are dealt with. 接獲關於產品及服務的投訴數目以及應對方法。 | 12 |
| B6.3 | Description of practices relating to observing and protecting intellectual property rights. 描述與維護及保障知識產權有關的慣例。 | 13 |
| B6.5 | Description of consumer data protection and privacy policies, how they are implemented and monitored. 描述消費者資料保障及私隱政策，以及相關執行及監察方法。 | 13 |

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GUIDE CONTENT INDEX (CONTINUED)
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| Material Aspect 主要範疇 | Content 內容 | Page number 頁碼索引 |
|---|---|--|
| B7 Anti-corruption 反貪污 | | |
| General Disclosure 一般披露 | Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to bribery, extortion, fraud and money laundering. 有關防止賄賂、勒索、欺詐及洗黑錢的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。 | 14 |
| B7.1 | Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the reporting year and the outcomes of the cases. 於匯報期內對發行人或其僱員提出並已審結的貪污訴訟案件的數目及訴訟結果。 | No legal cases regarding corrupt practices. 沒有貪污訴訟案件。 |
| B7.2 | Description of preventive measures and whistle-blowing procedures, how they are implemented and monitored. 描述防範措施及舉報程序，以及相關執行及監察方法。 | 14 |
| B8 Community Investment 社區投資 | | |
| General Disclosure 一般披露 | Policies on community engagement to understand the needs of the communities where the issuer operates and to ensure its activities take into consideration the communities' interests. 有關以社區參與來了解營運所在社區需要和確保其業務活動會考慮社區利益的政策。 | 22-23 |
| B8.1 | Focus areas of contribution. 專注貢獻範疇。 | 22 |

T S L | 謝瑞麟