

2019/2020 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 fourth Environmental, Social and Governance 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 the websites of the Company ([www.tslj.com](http://www.tslj.com)) and The Stock Exchange of Hong Kong Limited (“SEHK”).

### REPORTING SCOPE

This report focuses on the Group’s jewellery manufacturing and retail businesses in Hong Kong, Macau and the People’s Republic of China (the “PRC”) between 1 April 2019 and 31 March 2020 (“2019/20” or the “Year”). Aligning with the previous report and the reporting principle of materiality, the scope of reporting covers the Group’s offices, retail stores and factory operations in Hong Kong, Macau and the PRC, which are the major revenue contributors of the Group.

While this report covers the Group’s core operations, it is on the Group’s agenda to improve the data collection process and system, and include wider reporting scope and boundary in the future.

### REPORTING PRINCIPLES

This report is prepared in accordance with the “comply or explain” provisions 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. To ensure that the environmental key performance indicators (“KPIs”) are accurate, the Group has appointed a professional consultancy to conduct a carbon assessment based on local guidelines. Selected social KPIs that are categorised by the ESG Reporting Guide as “recommended disclosures” are also included in this report.

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」)發表的第四份《環境、社會及管治報告》。本中英對照報告可於本公司網站([www.tslj.com](http://www.tslj.com))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

本報告聚焦本集團於2019年4月1日起至2020年3月31日期間(「2019/20」或「本年度」)位於香港、澳門及中國內地之珠寶製造及零售業務。與去年報告相同及根據報告的重要性準則，報告範圍涵蓋位於香港、澳門及中國內地之辦公室、零售店舖及廠房，亦即為本集團的主要收益來源。

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過程及系統，於未來擴大報告範圍及範疇。

### 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」條文編寫。為確保環境關鍵績效指標的準確性，本集團已委託專業顧問根據本地指引進行碳評估。本報告亦包括了部分在《環境、社會及管治報告指引》中被界定為「建議披露」的社會關鍵績效指標。

The Group adheres to the four fundamental reporting principles set out in the ESG Reporting Guide for the preparation of this report:

在準備本報告期間，本集團遵從《環境、社會及管治報告指引》中的四個基本匯報原則：



## CONFIRMATION AND APPROVAL

This report is compiled according to the data and information obtained within the Group. The Group's internal control and formal review process are in place to ensure that any information presented in this report is as accurate and reliable as possible. This report has been considered and approved by the Board on 23 June 2020.

## 確認及批准

本報告引用的所有數據和資料均來自本集團。本集團的內部監控及正式審查程序會確保本報告呈現的任何資料均準確可靠。本報告已於2020年6月23日經由董事會考量及批准。

## FEEDBACK MECHANISM

We welcome your feedback. Stakeholder's comments and opinions can help refine and strengthen the Group's future ESG performance. If you have any questions or suggestions regarding the content or format of this report, please contact us by email at [ir@tslj.com](mailto:ir@tslj.com).

## 意見反饋

我們歡迎閣下的意見。持份者的意見和觀點可以幫助改善及加強本集團未來的ESG績效。如閣下對本報告的內容或匯報方式有任何疑問或建議，請電郵至[ir@tslj.com](mailto:ir@tslj.com)聯絡我們。

# SUSTAINABILITY GOVERNANCE

## 可持續發展管治

The Board is ultimately responsible for overseeing ESG issues related to the Group's operations and the overall ESG strategy and reporting. It is the Board's responsibility to understand the potential ESG impacts on the Group's businesses and to guide the Group in addressing these impacts and embracing the opportunities.

The Board prioritises ESG governance and has been constantly looking for opportunities to enhance the Group's sustainability performance through setting ESG management approach. The Group aims to adopt a holistic approach by including environmental and social aspects into its core decision making. The Group will continue to implement more group-wide initiatives that focus on addressing ESG issues.

In order to strengthen the ESG disclosure and provide a stepping stone for target setting in the long run, the Group will conduct an evaluation of the data collection system and process to facilitate stakeholders' comprehensive understanding of its ESG performance and allow them to have a meaningful comparison and analysis.

### ESG RISK MANAGEMENT

The identified ESG risks would be incorporated into the risk management process for monitoring and supervision by the Group's management. The Board delegates the responsibility for overseeing the Group's risk management and internal control systems to the Audit Committee. The Audit Committee reports and makes recommendations to the Board on any material issues. Annually, the Board reviews the effectiveness of the Group's risk management and internal control systems.

The risk management process includes the identification, evaluation, management, control and review of the risks. During the Year, the Group has identified ESG risks, including the local social unrest and the global coronavirus outbreak.

Due to the social unrest that had started in June 2019, the operation hours of some of our retail stores in Hong Kong have to be shortened. In order to enhance the incident handling procedures and incident reporting system, the Group has updated the Incident Management Policy, which aims to ensure the timeliness of implementing incidents response measures and minimise the impacts and loss caused by the emergency situations. An Incident Coordination Team, led by the top management with the assistance by the corresponding division heads and department heads, is also set up. The main responsibility of the Incident Coordination Team is to establish, command, coordinate and execute the incidents response plan.

董事會為監察有關本集團運作的 ESG 議題以及整體 ESG 策略和報告承擔最終的責任。董事會有責任了解 ESG 對本集團業務的潛在影響，並帶領本集團處理這些影響及迎接機遇。

董事會以 ESG 管治為優先事項，一直透過訂立 ESG 管治方針尋找機遇，以提升本集團的可持續發展績效。本集團期望採用全方位管理方針，將環境及社會考慮納入其核心決策。本集團會繼續實施更多以處理 ESG 議題為重點的集團措施。

為了加強 ESG 披露和提供基礎以訂立長遠目標，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 績效，並確保持份者可進行有意義的比較和分析。

### ESG 風險管理

已識別的 ESG 風險會被納入風險管理過程，由本集團的管理層作監察和監管。董事會委任審核委員會負責監察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。董事會每年審視本集團的風險管理及內部監控系統之有效性。

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。於本年度，本集團所識別的 ESG 風險包括本地社會動盪和全球冠狀病毒爆發。

基於自 2019 年 6 月起發生的社會動盪，部分位於香港的零售店舖需要縮短營業時間。為了加強突發事件的處理程序和報告機制，本集團已更新《突發事件管理政策》，期望能及時實施突發事件的應對措施和將緊急情況帶來的影響和損失減至最少。我們亦設立了應急領導小組，由最高管理層負責領導，相應科別主管及部門主管提供支援。應急領導小組的主要職責為設立、指揮、統籌和執行突發事件應對計劃。

Alongside with social unrest came the coronavirus outbreak, where social distancing was introduced starting in early 2020. Therefore, the Group has developed the Coronavirus Working Guidebook to provide guidelines for department heads in handling different cases to ensure our employees' health is taken good care of, which in turn our customers' health and safety are also protected. The Coronavirus Working Guidebook covers the handling procedures, recommendations and quarantine arrangement, aiming to protect both employees' and customers' health. For further details, please refer to the Chapter "Our People".

除了社會動盪外，冠狀病毒爆發引致2020年年初起實施的社區隔離措施。因此，本集團制訂了《應對冠狀病毒疫情的工作指引》，提供指引予部門主管處理不同案件，以確保我們能照顧員工的健康，同時保障顧客的健康和安全。《應對冠狀病毒疫情的工作指引》涵蓋處理程序、建議和隔離安排，目的為保障員工和顧客的健康。如欲了解更多詳情，請參閱「我們的員工」章節。

## COMPLIANCE MANAGEMENT

An effective compliance management reduces the exposure of regulatory risks to the Group. Therefore, the Group has implemented policies, guidelines and practices to ensure that our operations uphold the highest standards of accountability and business integrity.

## 合規管理

有效的合規管理能減少本集團所面臨的監管危機。因此，本集團已實施各項政策、指引和慣例以確保我們的營運得以維持最高標準的問責性和商業誠信。

Aspects 範疇	Relevant Laws and Regulations that have a Significant Impact on the Group 對本集團有重大影響的相關法律法規	Compliance Performance during the Year 本年度合規績效	The Group's Measures 本集團的措施
Product Responsibility 產品責任	Trade Descriptions Ordinance, Personal Data (Privacy) Ordinance and Copyright Ordinance of Hong Kong 香港《商品說明條例》、《個人資料(私隱)條例》和《版權條例》	The Group did not identify any non-compliance cases concerning health and safety, advertising, labelling and privacy matters relating to the products and services provided. 本集團並沒有發現任何違反有關所提供產品和服務健康和安全、廣告、標籤和私隱事宜的個案。	The Group adheres to multiple industry standards and relevant regulations of the manufacturing and retailing of jewellery. 本集團遵從多個行業標準和與珠寶製造及零售相關的法規。
Anti-corruption 反貪污	Prevention of Bribery Ordinance of Hong Kong and Criminal Law of the PRC 香港《防止賄賂條例》和《中華人民共和國刑法》	The Group did not identify any cases of non-compliance, nor was there any reported cases, litigations or concluded legal cases regarding corruption practices brought against the Group or its employees concerning bribery, extortion, fraud and money laundering. 本集團並沒有發現任何違反有關賄賂、勒索、欺詐及洗黑錢的個案或對本集團或其僱員作出舉報、訴訟或提出並已審結的貪污訴訟案件。	In order to minimise the risk of money laundering in its operations, the Group has a two-level system to prevent illegal activities both internally and externally. 為了減低營運時的洗黑錢風險，本集團實行兩級制，防止對內和對外的非法活動。

Aspects 範疇	Relevant Laws and Regulations that have a Significant Impact on the Group 對本集團有重大影響的相關法律法規	Compliance Performance during the Year 本年度合規績效	The Group's Measures 本集團的措施
Employment 僱傭	Employment Ordinance and Employees' Compensation Ordinance of Hong Kong, and Labour Law of the PRC 香港《僱傭條例》、《僱員補償條例》和《中華人民共和國勞動法》	The Group did not identify any non-compliance cases related to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and benefits and welfare-related matters. 本集團沒有發現任何違反有關薪酬及解僱、招聘及晉升、工作時數、假期、平等機會、多元化、反歧視和其他待遇及福利事宜的個案。	The Group has established Employee Handbook in all operating regions which clearly states the various aspects of employment including but not limited to compensation and dismissal, recruitment, working hours, rest periods, equal opportunity, anti-discrimination, and other benefits and welfare. 本集團已在所有營運地區制訂《員工手冊》，清楚列明與僱傭相關的不同範疇，包括但不限於薪酬及解僱、招聘、工作時數、假期、平等機會、反歧視和其他待遇及福利。
Health and Safety 健康與安全	Occupational Safety and Health Ordinance of Hong Kong 香港《職業安全及健康條例》	The Group did not identify any non-compliance cases related to providing a safe working environment and protecting employees from occupational hazards. 本集團並沒有發現任何違反有關提供安全工作環境和保障僱員避免職業性危害的個案。	The Group has formulated the Safety Policy and the Coronavirus Working Guidebook to provide guidelines for employees. 本集團已制訂《安全政策》和《應對冠狀病毒疫情的工作指引》，提供指引予員工。

Aspects 範疇	Relevant Laws and Regulations that have a Significant Impact on the Group 對本集團有重大影響的相關法律法規	Compliance Performance during the Year 本年度合規績效	The Group's Measures 本集團的措施
Labour Standards 勞工準則	Employment Ordinance and Employment of Children Regulations of Hong Kong and Labour Law of the PRC 香港《僱傭條例》、《僱用兒童規例》和《中華人民共和國勞動法》	The Group did not identify any non-compliance cases regarding child and forced labour. 本集團並沒有發現任何違反有關童工和強制勞工的個案。	The Human Resources (“HR”) Department checks the identity documents of new hires to avoid child labour. 人力資源部會檢查新入職員工的個人身份證明文件以避免誤用童工。
Emissions 排放物	Air Pollution Control Ordinance and Waste Disposal Ordinance of Hong Kong 香港《空氣污染管制條例》和《廢物處置條例》	The Group did not identify any non-compliance cases concerning air and greenhouse gas (“GHG”) emissions, discharges into water and land, and generation of hazardous and non-hazardous waste. 本集團並沒有發現任何違反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個案。	The Group has established a taskforce group and developed a set of environmental measures to promote environmental awareness among employees. 本集團已設立工作小組和制訂一系列環境措施，以向員工推廣環保意識。



# OUR STAKEHOLDERS

## 我們的持份者

It is the Group's responsibility to incorporate sustainability practices into day-to-day operations in creating values for its stakeholders. Understanding and meeting stakeholders' needs enable the Group to move forward on its path toward sustainability. During the Year, the Group engaged its key stakeholders via multiple communication channels to gather their opinions and feedback and strive for continuous improvement.

本集團有責任將可持續發展慣例納入日常營運中，為持份者創造價值。了解和滿足持份者的需要讓本集團得以在可持續發展的道路上前進。於本年度，本集團透過多元化溝通渠道與主要持份者溝通，收集他們的意見和反饋並不斷改進。

Stakeholders 持份者	Mode of Engagement 溝通方式
Employees 員工	Conducting performance appraisal to guide employees in their career development 為員工進行績效評核以指引其事業發展
Customers 顧客	Various feedback channels, such as online survey, have been established for customers to express their concerns and feedback 設立多種溝通渠道，例如網上問卷，讓顧客表達其想法和意見
Investors, Shareholders and Media 投資者、股東及媒體	Communicating with investors and shareholders via various channels, such as annual report, interim report, annual general meeting and the Company's website; while communicating with media through press releases and press conference 透過多元化渠道與投資者和股東溝通，例如年報、中期報告、股東週年大會和公司網頁，並透過發布新聞稿以及舉辦發布會，與媒體保持溝通
Suppliers 供應商	A tender selection and evaluation system is in place to screen suppliers and ongoing communication with suppliers is maintained 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
Industry Associations 行業協會	Attending meetings and participating in competitions and accreditation programmes to maintain the relationship with industry associations 透過出席會議和參與各項比賽及認證計劃，與行業協會保持聯繫
Community 社區	Understanding what the community needs through supporting local non-profit organisation and the events sponsored by The TSL   謝瑞麟 Foundation 通過支持本地非牟利組織和 TSL   謝瑞麟基金贊助的活動，了解社區的需要

## MATERIALITY ASSESSMENT

The Group recognises the importance of identifying material issues that have a significant impact on its stakeholders and businesses. During the Year, the Group commissioned an external sustainability consultancy to conduct a board survey to gauge the relative importance of the 11 aspects listed in the ESG Reporting Guide and help the Board to determine the material ESG issues for the Year. The assessment produced 6 issues that form the disclosure priority in the reporting process:

Material Issues	Relevant Chapters
Product Responsibility	Our Operating Practices
Anti-corruption	Our Operating Practices
Employment	Our People
Health and Safety	Our People
Development and Training	Our People
Community Investment	Our Community

Anti-corruption as well as Development and Training are new material issues identified for the Year. The Group noticed the increasing awareness on anti-corruption and employees' development. Therefore, it has set up a two-level system to reduce the risk of illegal activities and provided employees with ample trainings to foster their future career growth.

The Group values the feedback from stakeholders on operations enhancement. In order to gain a deeper understanding of both internal and external stakeholders, the Group is considering to develop an engagement strategy to ensure engagement activities are carried out regularly.

## 重要性評估

本集團明白辨別對持份者及業務構成重大影響的重要議題的重要性。本集團於本年度委託了外部可持續發展顧問向董事會進行問卷調查，評估《環境、社會及管治報告指引》中十一項範疇的重要性，以協助董事會識別本年度的重要ESG議題。是次評估識別出六項議題，在匯報過程中作優先披露：

重要議題	相應章節
產品責任	我們的營運慣例
反貪污	我們的營運慣例
僱傭	我們的員工
健康與安全	我們的員工
發展及培訓	我們的員工
社區投資	我們的社區

反貪污和發展及培訓都是本年度新識別的重要議題。本集團留意到對於反貪污和員工發展的日益關注，因此設立了兩級制以減低非法活動的風險，同時為員工提供充足培訓以促進其將來事業發展。

本集團重視持份者就改善營運提出的意見。為了更深入地了解內部及外部持份者，本集團正考慮制訂溝通計劃以確保能定期進行溝通活動。

## OUR OPERATING PRACTICES

### 我們的營運慣例

The Group believes that honesty, integrity and fair play are crucial for our long-term development and success. It is stipulated in the Employees Code of Conduct that employees are responsible to maintain highest standard of business ethics and to observe the relevant laws and regulations.

#### SUPPLY CHAIN MANAGEMENT

The Group values partnership with its suppliers. It works closely with them to optimise its operation process and improve its operation quality. The Group also requests suppliers to integrate sustainable and responsible practices into their business operations, including maintaining high safety standards and managing ESG risks, with a series of policies in place to monitor their performance.

Diamonds are one of the major materials for the Group's products. The Group adheres to the international industry code of practice and only sources diamonds from ethical suppliers complying with the Kimberley Process Certification Scheme. The diamonds have been purchased from legitimate sources that are conflict free and in compliance with the United Nations resolutions.

The Group has established a clear procurement guideline to ensure tenders are fairly selected, evaluated and monitored. Overseen by the Purchasing Management Team, only suppliers that have fulfilled the Group's quality requirements, complied with all applicable laws and regulations and met the Group's ESG performance expectation will be selected and kept in the supplier list. The Group also assesses the safety performance of its subcontractors bi-annually and requests for improvement when their performance is below our safety standards.

本集團相信誠實、誠信和公平對於我們的長遠發展和成功至關重要。《員工職業操守指引》列明員工有責任維持最高標準的商業操守和遵守相關法律法規。

#### 供應商管理

本集團重視與供應商的夥伴關係。透過與他們緊密合作，優化我們的營運過程和改善營運質素。本集團亦要求供應商將可持續發展及負責任的實踐納入其業務營運，包括維持高安全標準和管理 ESG 風險，同時實施一系列政策監察其績效。

鑽石是本集團產品的其中一種主要材料。本集團遵守國際行業操作守則，只從合乎道德並遵從金伯利進程發證計劃的供應商採購鑽石。鑽石來自合法來源，並不涉及衝突且符合聯合國決議。

本集團已制訂了清晰的採購指引，確保公平地選擇、評估及監察投標者。由採購管理團隊監管，供應商須符合本集團的質量要求，遵從所有適用法例法規，以及滿足本集團對其 ESG 表現的期望，方可列入供應商名單。本集團亦每年就分包商的安全性表現進行兩次評估，並要求不能符合我們的安安全標準的分包商作出改善。

The Group has implemented measures on finished goods vendor performance review. The review process is illustrated as follows:

本集團已實施有關完成品供應商的績效檢測，檢測過程如下：



#### PERFORMANCE MANAGEMENT 績效管理

- Pro-actively manage the performance of vendors  
積極管理供應商績效
- Identify areas where the vendor is not performing to expectation  
識別供應商未能達致期望的範疇



#### COMMUNICATION 溝通

- Partner with vendors to resolve low vendor performance  
與供應商合作解決其低績效
- Ask for continuous improvement  
要求持續進步



#### PERFORMANCE BENCHMARKING 績效基準化

- Benchmark the vendor's performance against similar vendors  
以類近供應商作為基準評估供應商的績效
- Assess performance trends and resolve prior to impacting procurement  
評估績效趨勢和在影響採購前解決



#### ACCOUNTABILITY 問責性

- Hold the vendors accountable for their performance  
供應商需對其績效承擔責任

## PRODUCT RESPONSIBILITY

The Group has always been delivering great jewellery products and services to customers. In ensuring our product quality meets the industry standards, the Group adheres to multiple standards and relevant regulations of the manufacturing and retailing of jewellery, including the Hong Kong Trade Descriptions Ordinance, the Law of the PRC on the Protection of Consumer Rights and Interests, and the relevant laws in Macau, Malaysia and Japan.

All our product labels carry essential information including but not limited to the products' origins, quality accreditations, etc. Regarding advertising matters, the Group has enhanced its e-marketing through promotion on social media platforms like Facebook, Instagram and Weibo in compliance with the relevant laws and regulations.

During the Year, no products were recalled due to health and safety reasons.

### Customer Satisfaction

Customer satisfaction is one of the key indicators of the Group's overall performance. Therefore, the Group provides a series of trainings and workshops for our employees with regards to building strong customer relationship and handling customer complaints.

During the Year, the Group received 7 and 126 complaints related to products and services in Hong Kong and PRC respectively. All complaints were handled in a timely manner in accordance with the complaint handling procedure manual, which provides detailed instructions to our employees on how to deal with complaints relating to product quality, customer service and product repair. Customers are able to express their opinions on our products and services through multiple channels, such as shops, emails, service hotline and social media.

## 產品責任

本集團一直為顧客提供優質的珠寶產品及服務。為確保我們的產品素質符合行業標準，本集團遵從多個行業標準及與珠寶製造及零售相關的規例，例如香港《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、馬來西亞及日本的相關法律。

我們所有的產品標籤均附有必要資料，包括但不限於產品來源地和質量認證等。對於廣告事宜，本集團已透過社交媒體平台如臉書、Instagram和微博加強電子推廣，並在過程中遵守相關法例法規。

本集團於本年度內並無產品因健康及安全原因需要進行回收。

### 顧客滿意度

顧客滿意度是評核本集團整體表現的主要指標之一。因此，本集團為員工提供一系列有關與顧客建立良好關係和處理顧客投訴的培訓和工作坊。

於本年度，本集團在香港和中國內地分別接獲7宗和126宗有關產品和服務的顧客投訴，所有投訴已及時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員工提供詳細指引。顧客可以透過不同渠道，如店舖、電郵、服務熱線及社交媒體平台，就產品和服務提供反饋。

Accreditation and Awards 認證與獎項	Issuing Organisation 頒發機構
Quality Gold Mark 優質足金標誌 Natural Fei Cui Quality Mark 天然翡翠標誌	The Hong Kong Jewellers' & Goldsmiths' Association 香港珠石玉器金銀首飾業商會
No Fakes Pledge 正版正貨承諾	The Intellectual Property Department of Hong Kong 香港知識產權署
Natural Diamond Quality Assurance Mark 天然鑽石品質保證標誌 Integrity Pledge 誠信保證	The Diamond Federation of Hong Kong 香港鑽石總會
Quality Tourism Services (QTS) Scheme 優質旅遊服務計劃	Hong Kong Tourism Board 香港旅遊發展局
2019 Service Retailers of the Year – Watch & Jewellery Category 2019 全年最佳服務零售商 – 鐘錶及珠寶店組別 2019 Mystery Shopper Programme – Excellence Award 神秘顧客計劃 2019 – 卓越成就獎 2019 Service & Courtesy Awards 2019 多項傑出服務獎	Hong Kong Retail Management Association (“HKRMA”) 香港零售管理協會



## Data Privacy and Intellectual Property Rights

The Group attaches great importance in protecting the sensitive information of our employees, customers and suppliers as well as the intellectual property rights of the Group and others.

The Group has developed the Exclusive and Confidential Information Policy to prevent leakage and misuse of sensitive information. It is stipulated in the Employee's Code of Conduct that all employees should strictly comply with applicable laws and regulations, such as the Personal Data (Privacy) Ordinance, to properly collect, process, use and disclose the personal data of customers and employees. Only authorised personnel are allowed to access such information.

The Group owns all the intellectual property rights of technology innovations, trademarks and designs produced within the Group. With its trademarks and designs registered across different jurisdictions, the Group reserves the rights for legal actions whenever any infringement is discovered. The Group has also established the Intellectual Property Management System which restricts employees from using and copying copyrighted materials, including publications, software, audios and videos, without the permission of copyright owners. Inspections are carried out irregularly on the Group's computers to avoid the infringement of intellectual property rights.

Looking forward, it is on the Group's agenda to formulate a set of more comprehensive policies relating to product health and safety, advertising, labelling and methods of redress.

## ANTI-CORRUPTION

The Group is aware of the increasing expectation from stakeholders on its operating practices, especially anti-corruption. The Group does not tolerate any forms of bribery, extortion, fraud and money laundering. A set of anti-corruption policies with detailed instructions is developed to provide guidance for employees in tackling such activities when encountered.

Being a member of the jewellery manufacturing and retailing industry, the Group faces the money laundering and terrorist financing risks as other companies in the Dealers in Precious Metals and Stones Sector. In order to identify any suspicious transactions and mitigate the said risks, the Group has implemented a two-level system.

## 資料保密及知識產權

本集團重視保護員工、顧客及供應商的敏感資料，以及本集團及他人的知識產權。

本集團已制定《專屬和機密資訊政策》，防止洩漏及濫用敏感資料。《員工職業操守指引》中規定所有員工須嚴格遵守適用的法例法規，例如《個人資料(私隱)條例》，適當地收集、處理、使用及披露顧客及員工的個人資料。只有獲授權人士可以查閱該等資料。

本集團持有所有在本集團內產生的科技創新、商標及設計的知識產權。我們在不同司法管轄區均有註冊商標及設計，並保留發現侵權行為時採取法律行動的權利。本集團亦已制定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受版權保護的資料，包括刊物、軟件、錄音及錄影。我們會不定期檢查本集團的電腦，避免任何侵犯知識產權行為。

展望將來，本集團將會制訂一套有關產品健康與安全、廣告、標籤以及補救方法的更全面政策。

## 反貪污

本集團關注持份者對於營運慣例日益增高的期望，尤其是反貪污。本集團絕不容許任何形式的賄賂、勒索、欺詐及洗黑錢。我們已制定一套反貪污政策，當中有詳細指引指導員工應對貪污活動。

作為珠寶製造及零售業的一員，本集團與其他貴重金屬及寶石交易商一樣，面對洗黑錢和恐怖分子資金籌集的風險。為了識別任何可疑交易和減低這些風險，本集團已實施兩級制。

The first level comprised of internal measures that monitors employees' conduct. As stated in the Employees' Code of Conduct, employees are prohibited to solicit or accept any illegal advantages, improper gifts and hospitality from clients or suppliers. Employees should report and obtain approval prior to acceptance of any interests. Under all circumstances, employees should avoid any conflicts of interest between personal interests and job duties. In the event of unavoidable conflict of interest, employees should report to the Group in advance.

A Whistleblowing Policy is also in place to assure a fair and efficient reporting and investigation mechanism for employees to report on any misconduct or malpractice within the Group. The identity of whistleblowers will be kept confidential to protect them from harassment and reprisals.

Additionally, all PRC employees at management level or above receive annual training on the prevention of bribery, corruption and conflict of interest. They are required to sign the declaration of compliance regarding anti-corruption.

The second level involved measures which aim to identify any external illegal activities. The Group abides by Narcotics Division of Security Bureau's Anti-Money Laundering and Counter-Terrorist Financing Guideline for Dealers in Precious Metals and Stones. Employees should conduct background check on customers and buyers/sellers and be aware of any "red flags" of suspicious transactions, such as unusual buying behaviour or payment method. If the circumstances remain to be suspicious after investigation, the Group should file suspicious transaction report to the Joint Financial Intelligence Unit.

Going forward, the Group will continue to review the effectiveness of its anti-corruption measures and to provide anti-corruption training to all staff and directors.

第一級為監察員工行為的內部措施。《員工職業操守指引》列明嚴禁員工從顧客或供應商索取及接受任何非法利益、不當饋贈及接待。員工需事先申報並得到批准方可接受任何利益。不論任何情況，員工應避免任何個人利益與工作職責之間的利益衝突。如發生不可避免的衝突，員工應在事前向本集團申報。

本集團亦實施舉報政策，確保員工可以透過公平有效的匯報與調查機制匯報任何本集團內的不當或不法行為。舉報人的身份會保密，以保護其免受騷擾和報復。

此外，所有中國內地管理層或以上的員工均須每年接受有關防止賄賂、貪污及利益衝突的培訓，相關員工亦需要簽署遵守反貪污聲明。

第二級包括用以識別任何外部非法活動的措施。本集團遵守保安局禁毒處為貴重金屬及寶石交易商而設的《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》。員工應對顧客及買家／賣家進行背景調查，留意任何可疑交易的「紅旗指標」，例如不尋常購買行為或付款方式。如經調查後仍屬可疑，本集團會向聯合財富情報組匯報可疑個案。

展望將來，本集團會繼續檢視反貪污措施的成效和為所有員工及董事提供反貪污培訓。



## OUR PEOPLE 我們的員工

Employees are our most valuable asset. The Group strives to foster a supportive and quality workplace by treating our employees fairly and equally, safeguarding their rights and interests, providing them with opportunities for career development, and creating a health and safe working environment.

### EMPLOYMENT

The Group strives to provide a fair, respectful and inclusive work culture. Respective Employee Handbooks are in place for all operations in Hong Kong, Macau and the PRC. The Employee Handbooks clearly state the various aspects of employment including but not limited to compensation and dismissal, recruitment, working hours, rest periods, equal opportunity, anti-discrimination, and other benefits and welfare.

The Group endeavours to offer equal opportunities to both job applicants and employees. It is stated in the Employee Handbooks that recruitment, promotion, salary adjustment, and training to employees would be based on employees' qualifications, capability, performance and other relevant criteria. The Group ensures fair recruitment process by requiring prior declaration of interests from job applicants who have relatives working in the Group.

員工是我們最珍貴的資產。本集團致力建立支援性高和優質的工作環境，當中包括公平對待員工，保障員工的權益及利益，提供機會發展事業，及創造健康安全的工作環境。

### 僱傭

本集團致力建立公平、相互尊重及包容的工作文化，在香港、澳門及中國內地的營運都各有其相應的《員工手冊》。《員工手冊》清晰訂明僱傭的各個範疇，包括但不限於薪酬及解僱、招聘、工作時數、假期、平等機會、反歧視以及其他待遇及福利。

本集團努力提供平等機會予應徵者和員工。《員工手冊》中列明我們在招聘、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。為確保招聘過程公平，如應徵者親友為本集團員工，必須作出利益申報。



The Group believes that a harmonious working environment will deliver good performance. Any forms of harassment are forbidden. The Employee Handbooks provide guidelines on how to avoid sexual harassment and report on suspected cases to the HR Department. The Grievance Handling Policy, which sets forth the operating principles and handling procedures, is in place for employees to raise concerns or complaints regarding their work life with the Group and to provide them with a hassle-free workplace.

In order to attract and retain talents, a competitive remuneration policy is established. The Group offers attractive welfare and benefits including but not limited to annual leave, marriage leave, maternity leave, paternity leave, bereavement leave, birthday leave, anniversary leave, compensation leave, medical insurance, travelling insurance, education reimbursement and discount rate for jewellery products of the Group. As a family-friendly employer, the Group provides private and furnished breastfeeding rooms for our employees at Hong Kong and Guangzhou offices.

The Group also respects human rights. Hence, it strictly forbids the employment of child and forced labour. During the recruitment process, the HR Department checks the identification documents of candidates to avoid hiring child and forced labour. The Group will further attach importance to labour standards and diversity in the Employee Handbooks to promote a welcoming work environment.

## HEALTH AND SAFETY

Employees' health and safety are of paramount importance to the Group. It is stipulated in the Safety Policy that the Group prioritises health and safety in the workplace. A Safety Committee has been established. They meet every two months and are responsible for the implementation of health and safety policies, monitoring of the overall safety performance through regular inspections at different operations, and reporting accordingly. The Safety Committee sets annual safety targets and evaluates safety policies and management system at least once a year.

In times of COVID-19, the Group has formulated Coronavirus Working Guidebook with clear guidelines to protect its employees and customers. The Coronavirus Working Guidebook covers the following aspects:

- Handling procedures for different cases of sickness;
- Recommendation for employees having coronavirus symptoms;
- Flowchart to guide employees when the building where they live have confirmed cases;

本集團相信和諧的工作環境可達致高績效，並禁止任何形式的騷擾。《員工手冊》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。我們亦已制訂《處理員工申訴政策》，闡述營運慣例和處理程序，讓員工提出有關在本集團的工作的關注或投訴，並為他們提供輕鬆無憂的工作環境。

為吸引及挽留人才，我們已建立具競爭力的薪酬待遇政策。本集團提供具吸引力的福利，包括但不限於年假、婚假、產假、侍產假、喪假、生日假期、週年紀念假期、補假、醫療保險、旅遊保險、教育報銷及本集團珠寶產品購物優惠。身為體恤家庭生活的僱主，本集團在香港及廣州的辦公室為員工提供獨立和配備齊全的哺乳室。

此外，本集團尊重人權，因此我們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。本集團將會在《員工手冊》中加以強調勞工標準和多元性，推廣友善的工作環境。

## 健康及安全

員工的健康及安全對本集團至關重要。《安全政策》列明本集團以工作環境的健康及安全為首。我們成立了安全委員會，每兩個月舉行會議，並負責實行健康及安全政策，以及透過定期檢查不同營運點監管整體安全表現，繼而適時進行匯報。安全委員會制定年度安全目標，以及最少每年一次檢討政策及管理系統。

因應2019冠狀病毒病的爆發，本集團制訂了《應對冠狀病毒疫情的工作指引》，提供清晰指引以保護員工和顧客。《應對冠狀病毒疫情的工作指引》涵蓋以下範疇：

- 不同患病個案的處理程序；
- 對於出現冠狀病毒症狀員工的建議；
- 指引員工在其居住大廈出現確診個案時如何應對的流程圖；

- Quarantine arrangement for all coronavirus-related cases; and
- Scenario studies for suspected cases.

During the Year, there were 17 work-related injuries, with a total of 575 lost days due to work-related injuries. Some of the injuries happened during the commute to and from work. 5 of the injuries, which included tumbling, collision with car or trolley, accident with machinery and equipment, led to bone fractures or caused multiple scratches and accounted for 494 lost days. The Group followed up in a timely manner with the employees. In order to avoid the occurrence of similar accidents, the Group has implemented preventive measures, such as posting signs, circulating reminders and educating employees.

Wellbeing of employees are equally important as their physical health. Apart from providing guidelines to employees regarding the use of monitors and chairs to protect their eyes, neck and back, the Group also offers marriage leave, bereavement leave, birthday leave, anniversary leave, compensation leave and fringe benefits like medical insurance to accommodate employees' needs and increase their wellbeing. In the future, the Group will take the initiative to organise more events or workshops for uplifting employees' mental health and wellbeing.

- 所有冠狀病毒相關個案的隔離安排；及
- 懷疑個案的情景研究。

於本年度，本集團發生了17宗與工作相關的意外，因工傷損失工作日數為575天。部份意外於往返工作途中發生，當中有五宗意外引致骨折或多處擦傷，主要因跌倒、與汽車或手推車撞擊及使用機器而造成意外，佔494天損失工作日數。本集團已及時與員工跟進情況。為防止同類意外再次發生，本集團採取了張貼告示、多加提點和教育員工等預防措施。

員工的福祉與身體健康同樣重要。除了向員工提供有關保護眼睛、頸部和背部的螢幕和座椅使用指引外，本集團亦提供婚假、喪假、生日假期、週年紀念假期、補假、福利待遇如醫療保險，滿足員工的需要和提升他們的精神健康。未來，本集團會積極舉辦更多活動或工作坊，改善員工的精神健康及福祉。





## TRAINING AND DEVELOPMENT

As stated in its Employee Handbooks, the Group supports the continuous learning and development of its employees for furtherance of their job-related knowledge and skills. The Group believes that trainings and workshops will help employees unleash their full potential for both their personal growth and future career development.

The Group emphasises on employees' development. Therefore, an annual performance appraisal is conducted to allow employees to know their job expectation and track their performance progress. Through work targets and goals setting in the appraisal, employees can identify areas for improvement and develop training plans for self-enhancement. The appraisal also serves as a basis for promotion, salary adjustment, and other personnel changes.

Different types of trainings and workshops for employees are organised by the HR Department. Employees attend trainings based on the nature of their jobs and their working levels and roles. All new employees are required to attend orientation programme so as to know more about the Group and its mission.

Throughout the Year, the Group has organised various in-store trainings for better store management and customer services, such as KPI report analysis, cash management, display management, store image management, promotional activities, personnel management, scheduling, effective pre-shift meetings, service skills, selling skills, emergency handling, etc. In addition, the Group has offered employees with training session in preparation for external award competition and workshop for wedding ambassadors.

Apart from providing trainings and conducting performance appraisal, the Group also offers study sponsorship to employees who would like to pursue further studies to gain more job-related knowledge and skills.

The Group treasures an open, just and fair working environment and will continue to attach importance to and to improve the employment policy ensuring an unprejudiced recruitment and promotion process.



## 培訓與發展

《員工手冊》中列明，本集團支持員工的持續學習及發展，進一步提升他們的工作知識及技能。本集團相信培訓及工作坊會幫助員工發揮他們的潛能，促進個人成長及長遠事業發展。

本集團重視員工的發展，因此，我們每年進行績效評估，讓員工了解工作期望及跟進其績效進度。透過在評估中訂立工作目標，員工能夠識別要改進的地方，並制訂培訓計劃作自我提升。評估亦用作晉升、薪酬調整及其他人事變動的基礎。

人力資源部負責為員工籌備不同種類的培訓及工作坊。員工根據他們的工作性質、階級及崗位參與培訓。所有新入職員工須參與迎新計劃，以加深對本集團及其使命的了解。

本集團於本年度舉辦了各種店內培訓，以改善店舖管理和客戶服務，例如關鍵績效指標匯報分析、現金管理、陳列管理、店舖形象管理、推廣活動、人事管理、排程、有效值班會議、服務技巧、銷售技巧、緊急處理等。此外，本集團為員工提供準備對外獎項比賽的培訓，並為婚禮大使舉辦工作坊。

除了提供培訓和進行績效評估，本集團亦會為有意進修以獲取更多工作相關知識及技能的員工提供資助。

本集團重視公開、公正和公平的工作環境，而且會繼續致力改善僱傭政策，確保招聘及晉升過程不偏不倚。



## OUR COMMUNITY 我們的社區

The Group believes that business success and community investment are genetically connected. Through various donations, sponsorships and participation in series of charitable and educational events, the Group contributes to the local community and influences its stakeholders to be a responsible citizen.

During the Year, the Group's wholly-owned subsidiary TSL Jewellery (H.K.) Co. Limited has been awarded as a "Caring Company" for 11 consecutive years. In order to further create positive impacts on the community, our local office showed its support to Caritas La Vie, a social enterprise, through purchasing mooncakes from them as a festive gift for our employees. Caritas La Vie is a bakery workshop which provides employment opportunities and vocational training for ex-mentally ill persons to re-integrate into the community and to cultivate a harmonious society. Through gifting mooncakes, the Group aims to raise awareness of disabilities among employees and to support the promotion of harmony.

The TSL | 謝瑞麟 Foundation, aiming to encourage sustainable development and enrichment of the jewellery industry in Hong Kong, understands the importance of cultivating young talents in innovation and design as well as craftsmanship. For the activities supported by the TSL | 謝瑞麟 Foundation during the Year, please refer to the section headed "The TSL | 謝瑞麟 Foundation" in the Company's 2019/2020 Annual Report.

本集團相信商業成功和社區投資密不可分。透過捐款、贊助和參與一系列的慈善及教育活動，本集團貢獻本地社區，並培育持份者成為負責任的市民。

於本年度，本集團全資擁有的子公司謝瑞麟珠寶(香港)有限公司已連續第十一年獲頒「商界展關懷」標誌。為了進一步創造正面社會影響，我們的本地辦公室透過向社會企業明愛天糧購買月餅作為送給員工的禮物，以示對它的支持。明愛天糧是一所烘焙工作坊，為精神病康復者提供就業機會及職業培訓，幫助他們重新融入社區和締造和諧社會。透過贈送月餅，本集團期望提高員工對於殘疾人士的關注和推廣和諧共融。

TSL | 謝瑞麟基金深明培育年輕人在創新、設計及工藝方面發展的重要性，以支持香港珠寶行業的可持續發展及進步為主要目標。有關本年度內獲 TSL | 謝瑞麟基金支持的活動，請參考本公司的 2019/2020 年報中「TSL | 謝瑞麟基金」一節。

Besides, the management from the Group serve in various retail associations in contribution to the retail industry of Hong Kong. Mrs. Annie Tse, the Chairman and Chief Executive Officer of the Group, serves as the Chairman of HKRMA. During the Year, she led HKRMA to present a unified voice on issues affecting retailers and to organise various webinars and online courses on e-Commerce, assisting the retail industry to cope with the COVID-19 pandemic. She has also been invited repeatedly by the University of Hong Kong as a guest speaker to share her experience as a female leader in the Group and knowledge as a pioneer in the jewellery industry with university students.

To better serve the community, the Group is planning to formulate a community engagement policy enabling more responsive actions to the underprivileged needs.

此外，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。本集團主席及行政總裁謝邱安儀女士擔任香港零售管理協會主席一職，於本年度領導香港零售管理協會就影響零售商的問題發聲，並舉辦網上研討會和有關電子商務的網上課程，協助零售業應對2019冠狀病毒病疫情。她亦曾多次獲香港大學邀請以演講嘉賓身份與大學生分享自己作為本集團的女性領袖及本集團作為珠寶業先驅的經驗及知識。

為了服務社區，本集團計劃制訂社區參與政策，更積極回應弱勢社群的需求。



# OUR ENVIRONMENT

## 我們的環境

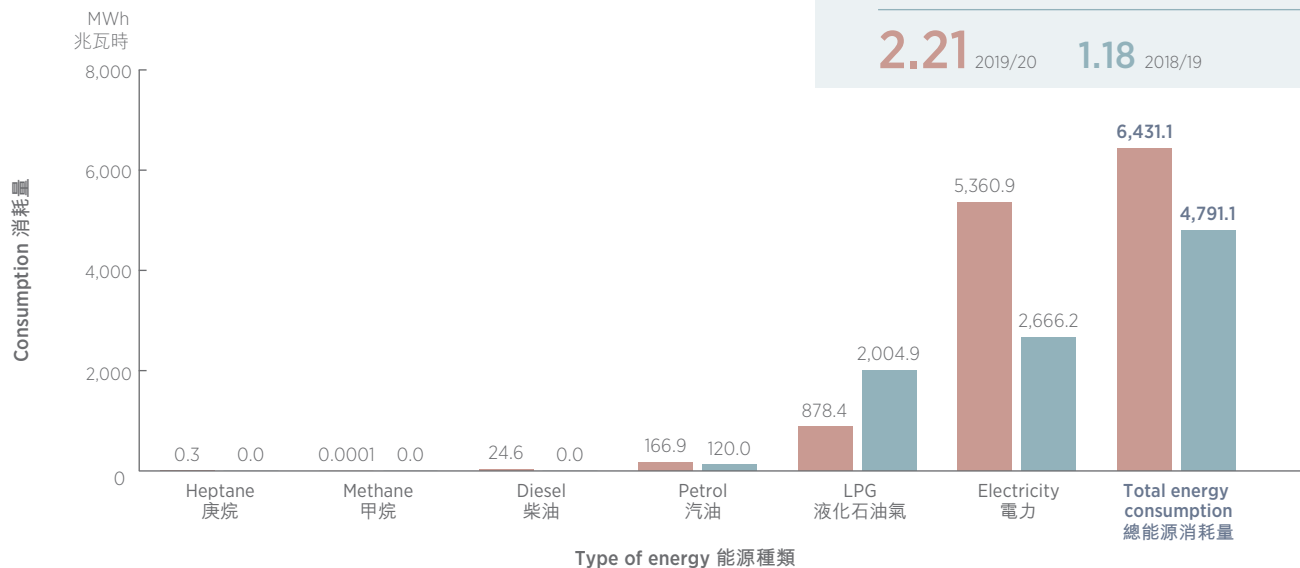
The Group takes on its responsibility to minimise the environmental impacts from its operations. A taskforce group, comprising members from different departments, is established to promote environmental awareness among employees. The Group has also developed a set of environmental measures with regards to energy saving and efficiency, green office, as well as paper and water saving. During the Year, the Group participated in the Green Office and Eco-Healthy Workplace Awards Labelling Scheme held by the World Green Organisation and acquired more knowledge on how to achieve sustainable development.

### ENERGY AND EMISSIONS MANAGEMENT

The Group is devoted to reduce energy consumption so as to reduce GHG emissions and air emissions in all its operations.

#### Energy Consumption

● 2019/20 ● 2018/19



本集團明瞭其對減少營運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。本集團亦已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。於本年度，本集團參與了由世界綠色組織舉辦的綠色辦公室及健康工作間獎勵計劃，並獲得更多有關如何達致可持續發展的知識。

### 能源及排放管理

本集團致力在所有營運點減少能源消耗，以減少溫室氣體排放及廢氣排放。

#### 能源消耗



During 2019/20, purchased electricity constituted the majority of energy consumption, making up 83.4% of the Group's total energy consumption. LPG use from the Panyu factory was the second largest source, constituting 13.7% of the Group's total energy consumption. The Group noticed that the total energy consumption raised by 34.2% compared to the year ended 31 March 2019 ("2018/19") was mainly because of the increase in purchased electricity used.

The Group has assigned particular employees to be responsible for switching off lights and office equipment after office hours. Staff were also encouraged to activate energy saving mode and switch off their monitors during lunch hours and after office hours. In order to better utilise our office areas, staff seating was re-arranged to centralise the application of air-conditioning and lighting for energy saving while a clear light zoning diagram was drawn for the ease of light control.

As participants of the Charter on External Lighting organised by Environmental Bureau of HKSAR Government, the Group has committed to reduce light nuisance and advocate energy conservation. During the Year, our headquarters in Hong Kong was granted the Platinum Award, while some of our Hong Kong retail shops were awarded either the Platinum Award or the Gold Award. The Group will further explore the opportunities for energy saving in the future in order to reduce energy consumption.

2019/20年度期間，外購電力為主要能源消耗，佔本集團總能源消耗量的83.4%。番禺廠房使用的液化石油氣為第二大來源，佔本集團總能源消耗量的13.7%。本集團發現總能源消耗量相較截至2019年3月31日止年度（「2018/19」）增加了34.2%，主要原因為外購電力的使用增加。

本集團已分派員工負責於辦公時間外關掉電燈及辦公室設備，同時鼓勵員工啟動節約能源模式及於午飯期間和辦公時間外關掉電腦熒幕。為了更有效運用辦公室空間，我們重新編排了員工座位，集中空調和電燈的使用，節省能源，同時編制清晰的分區照明平面圖，以便照明控制。

作為香港特別行政區政府環境局組織的《戶外燈光約章》的參與者，本集團致力減少光滋擾並倡導節約能源。於本年度，我們在香港的總部獲頒白金獎，而某些香港零售店舖也獲頒白金獎或金獎。未來，本集團會進一步探討節約能源的機會，減少能源消耗。



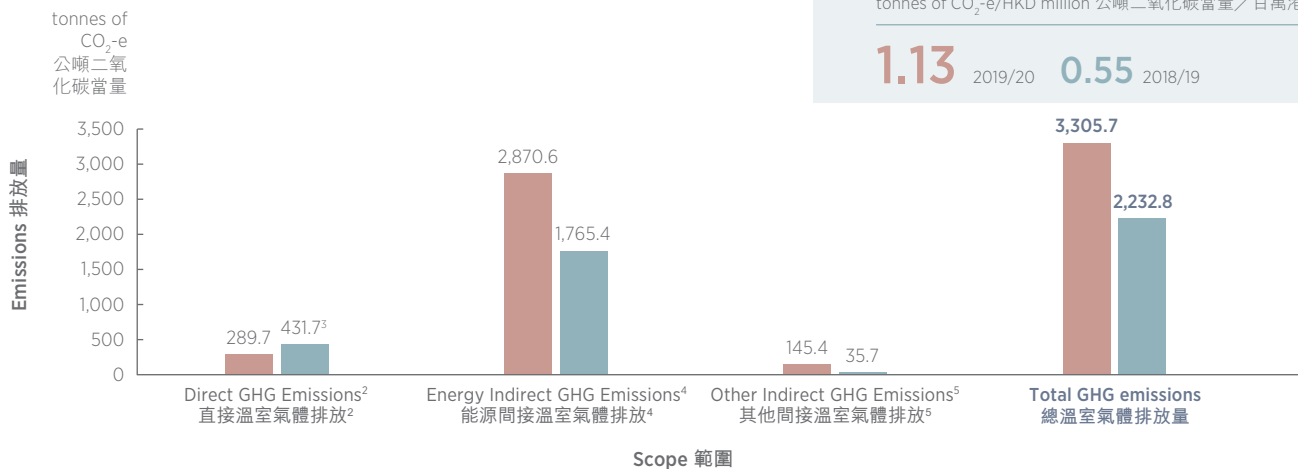
## GHG Emissions

The Group commissioned a professional consultant to conduct carbon assessment to quantify the GHG emissions in its operations. 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 of the PRC<sup>1</sup> with reference to other international standards such as the ISO 14064 standards.

## 溫室氣體排放

本集團已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。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布的指引<sup>1</sup>進行，並參考其他國際標準如ISO 14064。

● 2019/20 ● 2018/19



GHG emissions intensity (by the Group's turnover)  
溫室氣體排放密度 (按本集團營業額)

tonnes of CO<sub>2</sub>-e/HKD million 公噸二氧化碳當量/百萬港元

**1.13** 2019/20 **0.55** 2018/19

- <sup>1</sup> The Guidelines for Accounting and Reporting Greenhouse Gas Emissions from Other Industrial Enterprises (Trial).
- <sup>2</sup> Scope 1 — Included emissions from stationary source in Hung Hom and Panyu factories, mobile source in Hong Kong and Mainland offices and retail stores, and fugitive emissions due to refrigerant and fire extinguishing agents from the Macau office and retail stores and Panyu factory. Although refrigerant R-22 used in the refrigeration equipment is not within the six GHGs covered in the Kyoto Protocol, emissions from its leakage was included in the assessment to provide a true and fair account of GHG-related information.
- <sup>3</sup> The GHG emission from vehicles in Hong Kong, which accounted for an insignificant amount of the total energy use, was excluded.
- <sup>4</sup> Scope 2 — Included emissions from indirect GHG emissions from the generation of purchased electricity.
- <sup>5</sup> Scope 3 — Included other indirect GHG emissions that occur outside the company, from sources such as disposal of paper, freshwater and sewage processing in Hong Kong and air travel in both Mainland and Hong Kong. The GHG emissions from disposal of paper in Hong Kong was calculated according to the purchase quantity of office paper, issuances of name cards, retail invoices, company letters and maintenance receipts.

The total GHG emissions in 2019/20 were 3,305.7 tonnes of carbon dioxide equivalent ("CO<sub>2</sub>-e"). Scope 2 GHG emissions constituted the majority of GHG emissions, contributing 86.8% of the total GHG emissions of the Group. During the Year, usage of purchased electricity led to the 62.6% increase of Scope 2 GHG emissions, the total GHG emissions increased by 48.1% when comparing with 2018/19 as a result.

The Group cares about the energy used in its operations. Apart from the current measures implemented on energy reduction, the Group is considering new measures for further reduction of energy consumption and thus GHG emissions. In the future, the Group will set goals and targets related to energy consumption and GHG emissions, so as to better monitor its performance on energy use.

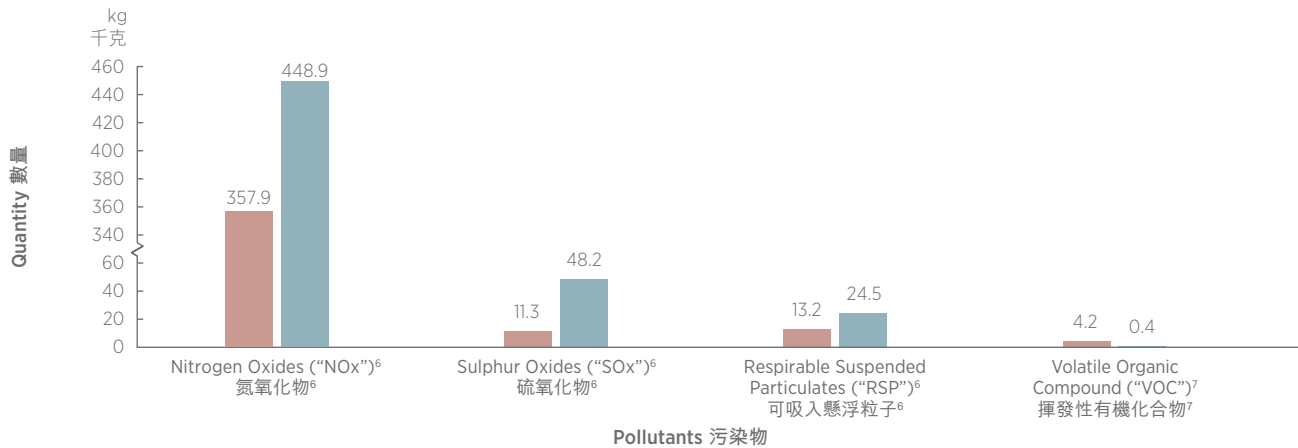
- <sup>1</sup> 《公共建築運營企業溫室氣體排放核算方法和報告指南(試行)》。
- <sup>2</sup> 範圍1 — 包括紅磡及番禺廠房的固定源排放、香港及中國內地辦公室及零售店舖的移動源排放，以及來自澳門辦公室、零售店舖及番禺廠房的冷卻劑和滅火劑導致的逸散性排放。雖然在冷卻設備中使用的R-22冷卻劑並非涵蓋在京都協議書的六種溫室氣體內，其泄漏的排放亦包括在評估中，以提供真實公平的溫室氣體相關資料。
- <sup>3</sup> 不包括香港的汽車使用引致的溫室氣體排放，因其佔總能耗比例並不顯著。
- <sup>4</sup> 範圍2 — 包括產生外購電力的間接溫室氣體排放。
- <sup>5</sup> 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、在香港處理食水及污水以及在中國內地和香港的航空交通。香港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。

2019/20年度的總溫室氣體排放量為3,305.7公噸二氧化碳當量。範圍2的溫室氣體排放為最主要的部份，佔本集團總溫室氣體排放量的86.8%。於本年度，外購電力的使用導致範圍2的溫室氣體排放增加了62.6%，因此總溫室氣體排放量較2018/19年度增加了48.1%。

本集團關注其營運時的能源使用。除了現行的減能措施外，本集團正考慮進一步減少能源消耗，因而減少溫室氣體排放的新措施。本集團未來將會訂立有關能源消耗及溫室氣體排放的目標，從而更有效地監察其在能源使用上的績效。

## Air Emissions

● 2019/20 ● 2018/19



Air emissions of the Group mainly came from the stationary combustion of fuel in the Panyu factory, as the facility contributed more than 90% of the emissions of NOx, SOx, RSP and VOC. Release of all types of air emissions decreased except for VOC, mainly because of the interruption of Panyu factory operation caused by the coronavirus pandemic. For VOC, the increase was due to the newly replaced activated carbon in 2018/19, which better adsorbed the organic compounds.

In order to further reduce air emissions produced by air travel, the Group has made available video conference equipment for employees. Employees are also encouraged to implement green commuting practices, such as use of public transport, carpool, etc.

## 廢氣排放

本集團的廢氣排放主要來自番禺廠房的固定燃料燃燒，設施佔了多於90%的氮氧化物、硫氧化物、可吸入懸浮粒子及揮發性有機化合物排放。除揮發性有機化合物外，所有種類的廢氣排放均有所減少，主要是因為冠狀病毒疫情影響了番禺廠房的營運。而揮發性有機化合物的增加是由於2018/19年度新替代的活性碳能更有效吸收有機化合物。

為了進一步減少航空交通所產生的廢氣排放，本集團已為員工準備視像會議設備，同時亦鼓勵員工實行綠色通勤，例如使用公共運輸、共乘汽車等等。

<sup>6</sup> Included emissions from mobile combustion of fuel in Hong Kong and Mainland, and stationary combustion of fuel in Panyu factory.

<sup>7</sup> Included emissions from the stationary combustion of fuel in Panyu factory.

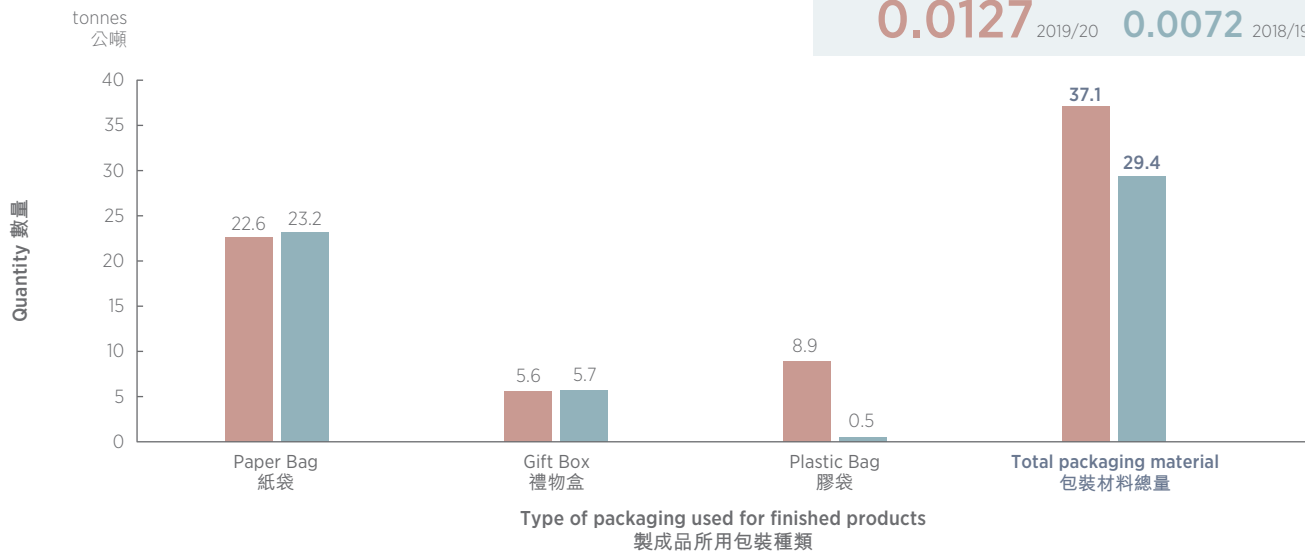
<sup>6</sup> 包括香港及中國內地移動燃料燃燒產生的排放，以及番禺廠房固定燃料燃燒產生的排放。

<sup>7</sup> 包括番禺廠房固定燃料燃燒產生的排放。

## RESOURCE AND WASTE MANAGEMENT

## Packaging Material

● 2019/20 ● 2018/19



Packaging material used by the Group includes paper bags, gift boxes and plastic bags. Plastic bags usage drastically increased due to offices relocation, large volume of replacement packages for goods, changes in packaging methods of goods and sorting of office documents.

## 資源及廢物管理

## 包裝材料



Packaging material consumption intensity  
(by the Group's turnover)  
包裝材料消耗密度 (按本集團營業額)  
tonnes/HKD million 公噸/百萬港元

**0.0127** 2019/20 **0.0072** 2018/19

本集團使用的包裝材料包括紙袋、禮物盒及膠袋。膠袋用量大幅增加乃由於辦公室搬遷、大量貨物更換包裝、貨物包裝方式的改變及辦公室文件的分類。

## Paper Consumption

The Group encourages employees to utilise e-platforms, such as e-fax, instead of printing for internal communication, to reduce the consumption of printing paper. In cases where printing is necessary, black & white and double-sided printing is selected as the default setting. Waste paper is also available at designated collection area for reuse. To advocate a paperless environment, tablets instead of physical board packs are provided to directors for their viewing of meeting papers during board meetings.

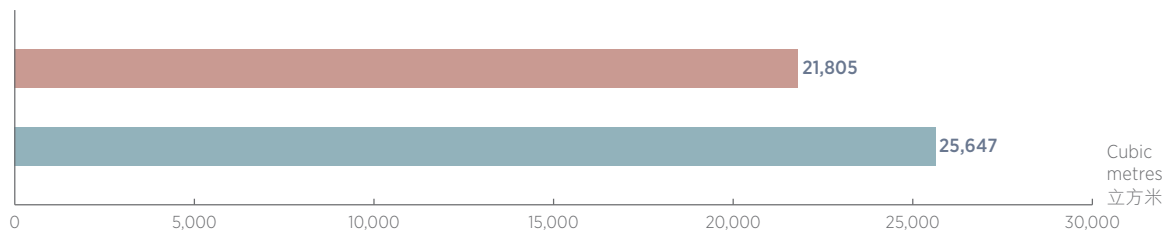
## 紙張耗用

本集團鼓勵員工善用網上平台，例如在內部溝通方面以電子傳真取代打印，減少使用打印紙張。在必須打印的情況下，打印機亦以黑白雙面打印為預設模式。另外，指定收集區域回收廢紙作重複使用。為提倡無紙環境，本集團提供平板電腦讓董事在董事會會議時檢閱會議文件，以取代實體董事會會議文件。

## Water Consumption

● 2019/20 ● 2018/19

### Total water consumption 總耗水量



During 2019/20, the total freshwater use was dropped by 15% to 21,805 cubic metres. More than 90% of the water consumption was for production purposes. The decrease in water consumption was mainly due to the temporary closure of offices, retail stores and factories to help curb the coronavirus outbreak. In order to promote water conservation, the Group encourages employees to use cleaning mop and cloth in a container instead of under running water. There was no issue in sourcing water that is fit for purpose.

## 耗水



### Water consumption intensity (by the Group's turnover) 耗水密度 (按本集團營業額)

cubic metres/HKD million 立方米/百萬港元

**7.48** 2019/20    **6.31** 2018/19

於2019/20年度，總淡水用量減少了15%至21,805立方米。超過90%的耗水用作生產用途。耗水量減少主要是因為辦公室、零售店舖及廠房曾暫時關閉以協助遏制冠狀病毒的爆發。為提倡節約用水，本集團鼓勵員工在容器中而非在流水下使用清潔拖把及抹布。我們在求取適用水源上並沒有任何問題。

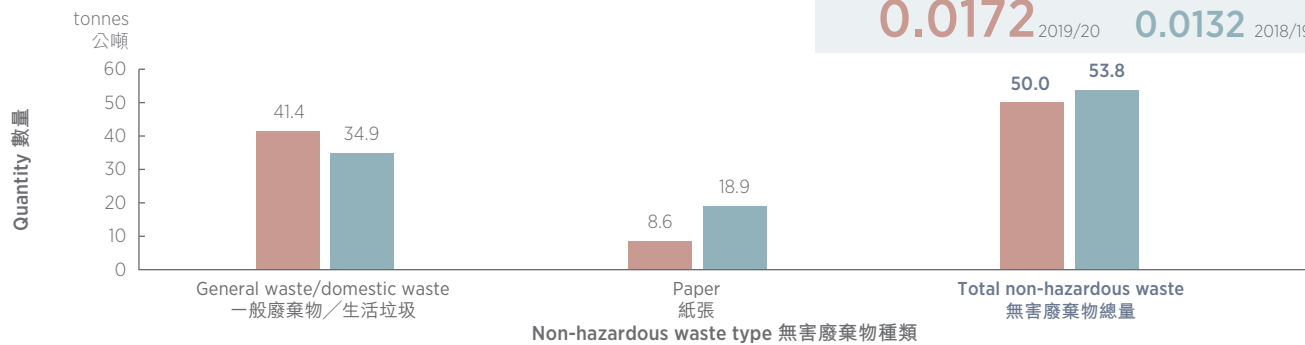
## Waste Management

With regard to waste management of the Group, employees are encouraged to use recycle paper and to replace single-use plastic stirrers by reusable spoons.

## 廢棄物管理

有關本集團的廢棄物管理，我們鼓勵員工使用回收紙張及以可重用的匙羹取代塑膠攪拌棒。

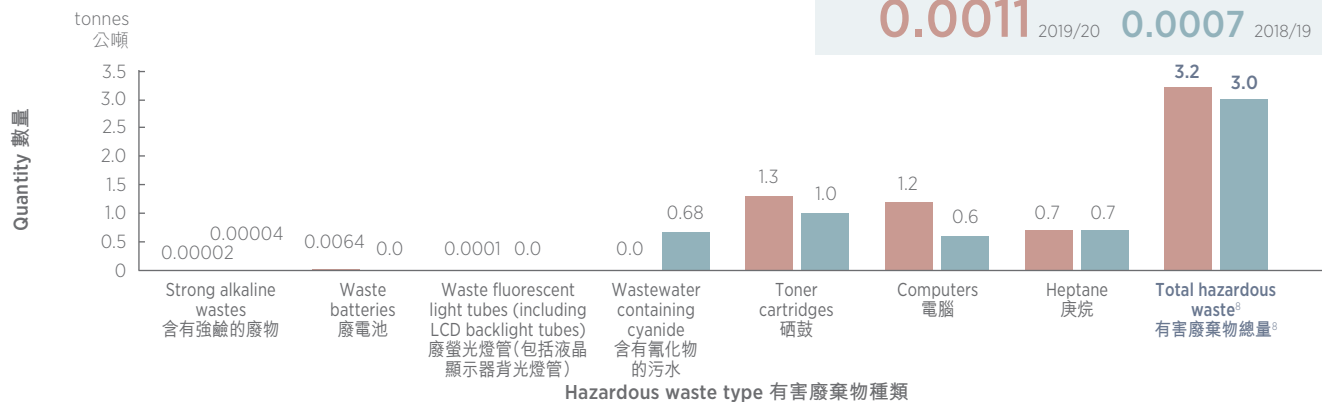
● 2019/20 ● 2018/19



**Non-hazardous waste intensity (by the Group's turnover)**  
無害廢棄物密度 (按本集團營業額)  
tonnes/HKD million 公噸/百萬港元

**0.0172** 2019/20 **0.0132** 2018/19

● 2019/20 ● 2018/19



**Hazardous waste intensity (by the Group's turnover)**  
有害廢棄物密度 (按本集團營業額)  
tonnes/HKD million 公噸/百萬港元

**0.0011** 2019/20 **0.0007** 2018/19

<sup>8</sup> Hazardous waste from Hong Kong office and retail shops was not included.

<sup>8</sup> 不包括香港辦公室及零售店舖的有害廢棄物。

The Group generated 50.0 tonnes of non-hazardous waste and 3.2 tonnes of hazardous waste in 2019/20. The amount of non-hazardous waste and hazardous waste decreased by 7.1% and increased by 6.7% respectively as compared to 2018/19. The coronavirus pandemic has caused disruption to our operations, resulting in the decrease of non-hazardous waste. On the other hand, the increase in hazardous waste was attributable to our processing of electronic waste. Most of the hazardous waste were separated and handed over to municipal waste sorting or registered contractors for further handling; while paper waste was recycled by handing to relevant waste recyclers.

## ENVIRONMENT AND NATURAL RESOURCES

The Group is aware that its operations would have certain impact on the environment and natural resources. In the future, the Group will formulate a set of more comprehensive environmental policies regarding emissions, use of resources, environment and natural resources. The Group will also consider setting environmental goals and targets to better monitor and manage its sustainability performance.

於2019/20年度，本集團製造了50.0公噸無害廢棄物及3.2公噸有害廢棄物，無害廢棄物及有害廢棄物的數量相較2018/19年度分別減少7.1%及增加6.7%。冠狀病毒疫情影響了我們的營運，導致無害廢棄物數量下跌。相反，有害廢棄物的數量上升是源於我們對電子廢物的處理。大部份有害廢棄物經分類後再進行都市廢物分類或交由已登記之承辦商處理，而紙張廢物則交由相關廢物回收商作回收。

## 環境及天然資源

本集團了解其營運會對環境及天然資源造成一定影響。未來，本集團將制訂一套更全面的環境政策，涵蓋排放物、資源運用、環境及天然資源。本集團亦會考慮訂立環境目標，加強監察及管理其可持續發展績效。



# KPI SUMMARY

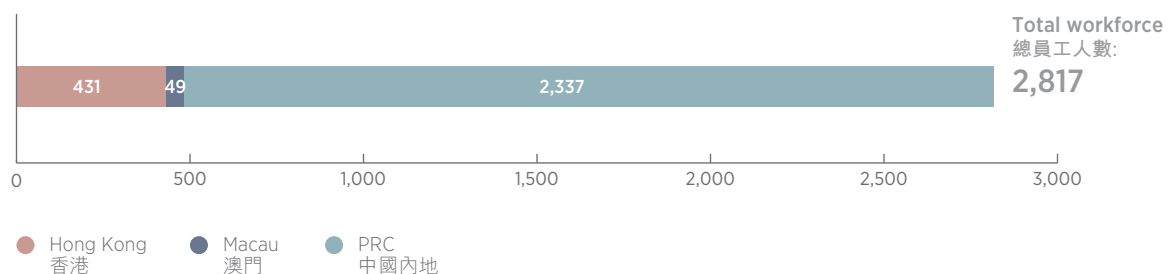
## 關鍵績效指標總覽

### SOCIAL KPIs

### 社會關鍵績效指標

#### Number of employees

員工人數

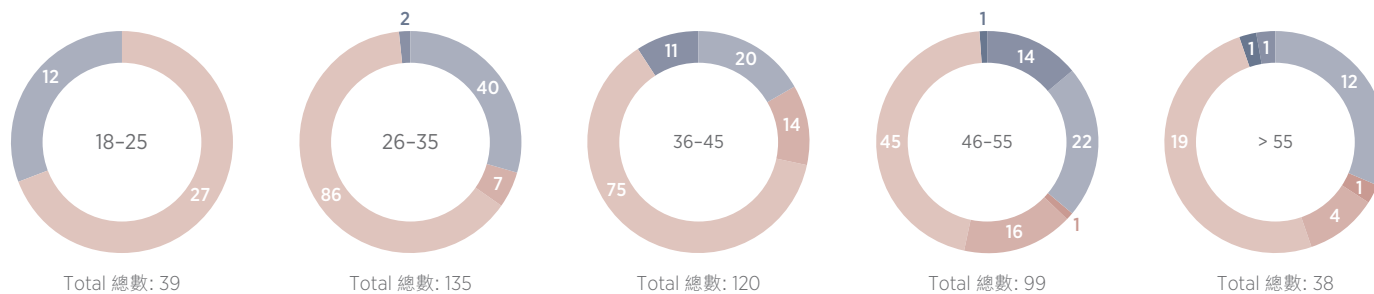


#### Hong Kong employees by gender, age group and rank

按性別、年齡組別及職級劃分的香港員工

Total workforce 總員工人數: 431

Age group 年齡組別

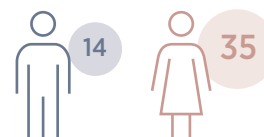


- Male senior management 男性高級管理層
- Male middle management 男性中級管理層
- Male general employees 男性一般員工
- Female senior management 女性高級管理層
- Female middle management 女性中級管理層
- Female general employees 女性一般員工

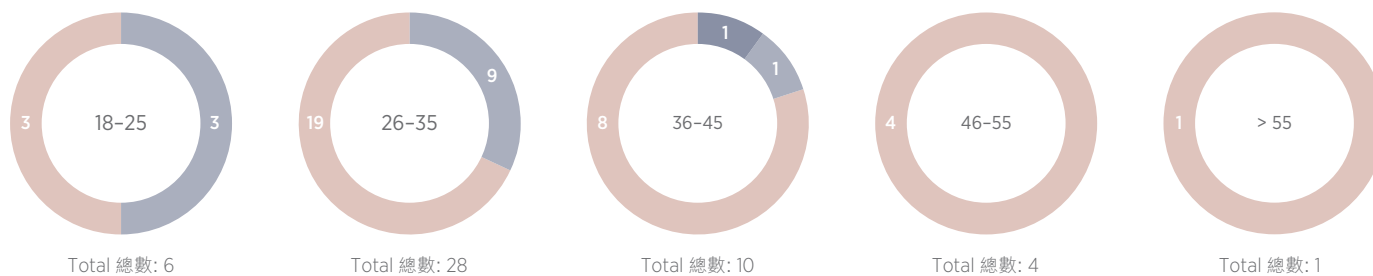


**Macau employees by gender, age group and rank**  
按性別、年齡組別及職級劃分的澳門員工

Total workforce 總員工人數: **49**

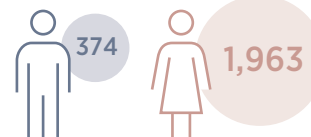


Age group  
年齡組別

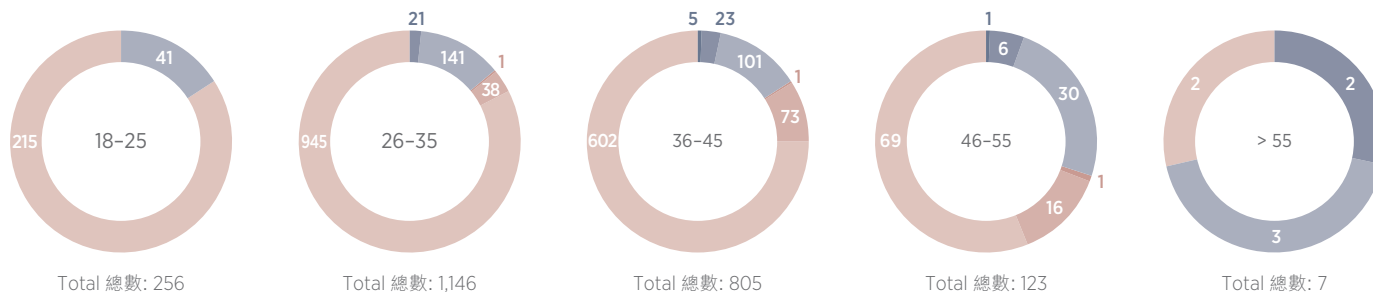


**PRC employees by gender, age group and rank**  
按性別、年齡組別及職級劃分的中國內地員工

Total workforce 總員工人數: **2,337**



Age group  
年齡組別



- Male senior management 男性高級管理層
- Male middle management 男性中級管理層
- Male general employees 男性一般員工
- Female senior management 女性高級管理層
- Female middle management 女性中級管理層
- Female general employees 女性一般員工

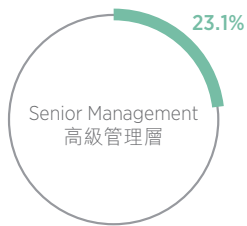
**Work-related fatality and/or injury**  
因工死亡及/或工傷

**0** Number of work-related fatalities  
因工死亡數目

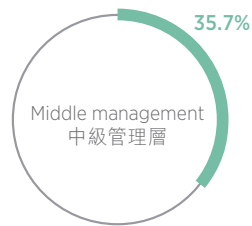
**17** Number of work-related injury  
工傷數目

**575** Number of days lost due to work injury  
因工傷損失的工作日數

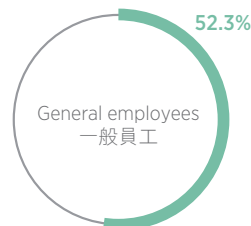
**Number of trained employees**  
受訓員工人數



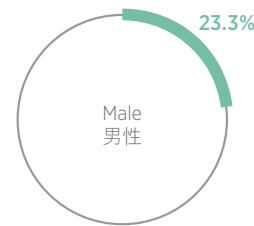
Total 總數: 3



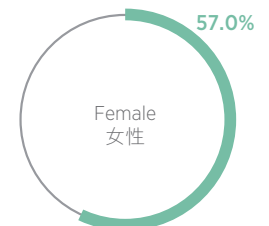
Total 總數: 89



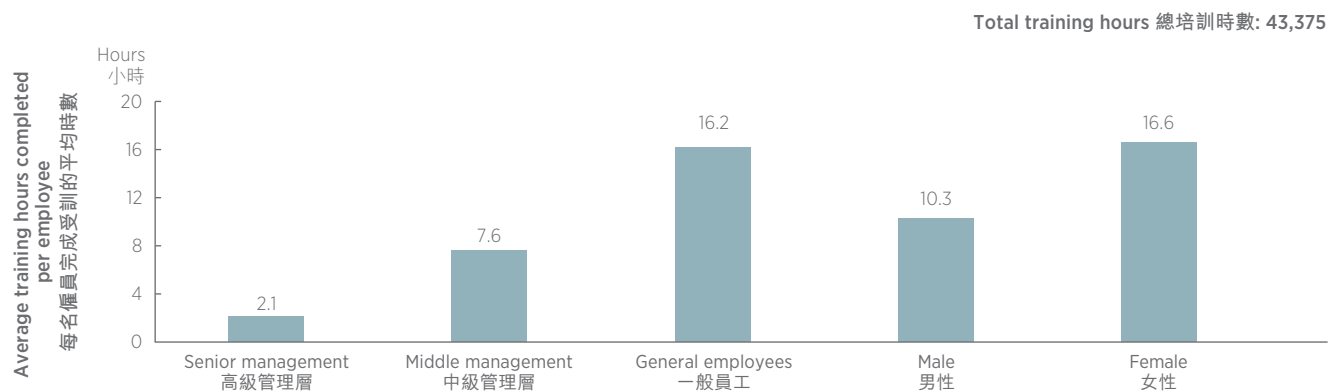
Total 總數: 1,337



Total 總數: 122

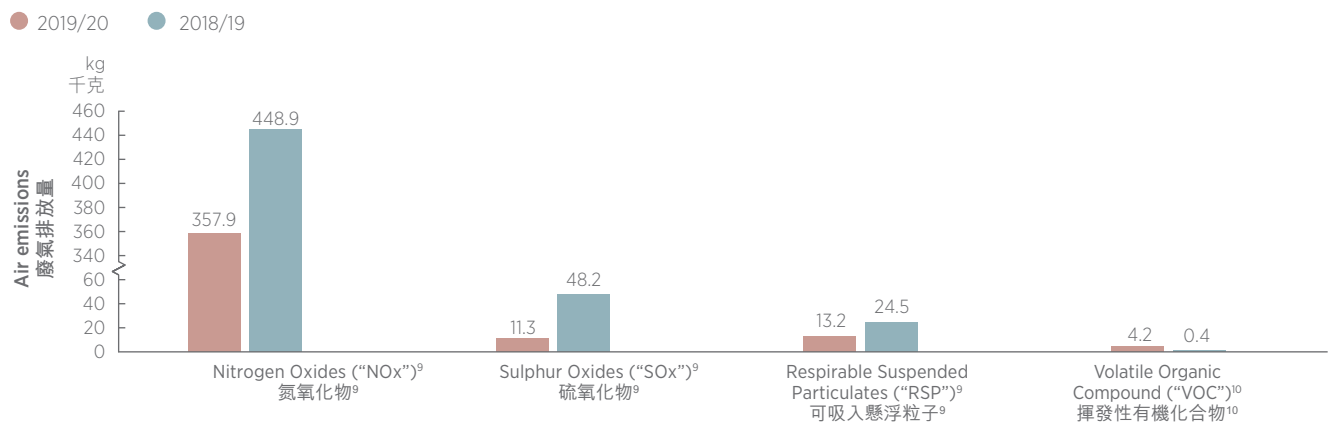


Total 總數: 1,307



## ENVIRONMENTAL KPIS

## 環境關鍵績效指標



<sup>9</sup> Included emissions from mobile combustion of fuel in Hong Kong and Mainland, and stationary combustion of fuel in Panyu factory.

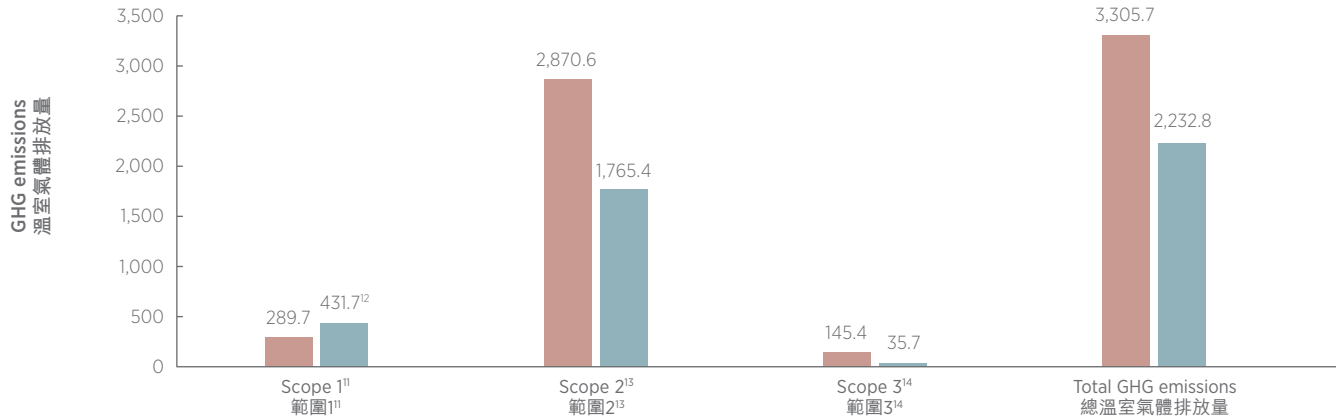
<sup>9</sup> 包括香港及中國內地移動燃料燃燒產生的排放，以及番禺廠房固定燃料燃燒產生的排放。

<sup>10</sup> Included emissions from the stationary combustion of fuel in Panyu factory.

<sup>10</sup> 包括番禺廠房的固定燃料燃燒產生的排放。

● 2019/20 ● 2018/19

tonnes of CO<sub>2</sub>-e  
公噸二氧化碳當量



**GHG emissions intensity (by the Group's turnover)**  
溫室氣體排放密度 (按本集團營業額)

tonnes of CO<sub>2</sub>-e/HKD million 公噸二氧化碳當量/百萬港元

**1.13** 2019/20    **0.55** 2018/19

<sup>11</sup> Scope 1 — Included emissions from stationary source in Hung Hom and Panyu factories, mobile source in Hong Kong and Mainland offices and retail stores, and fugitive emissions due to refrigerant and fire extinguishing agents from the Macau office and retail stores and Panyu factory. Although refrigerant R-22 used in the refrigeration equipment is not within the six GHGs covered in the Kyoto Protocol, emissions from its leakage was included in the assessment to provide a true and fair account of GHG-related information.

<sup>12</sup> The GHG emission from vehicles in Hong Kong, which accounted for an insignificant amount of the total energy use, was excluded.

<sup>13</sup> Scope 2 — Included emissions from indirect GHG emissions from the generation of purchased electricity.

<sup>14</sup> Scope 3 — Included other indirect GHG emissions that occur outside the company, from sources such as from disposal of paper, freshwater and sewage processing in Hong Kong and air travel in both Mainland and Hong Kong. The GHG emissions from disposal of paper in Hong Kong was calculated according to the purchase quantity of office paper, issuances of name cards, retail invoices, company letters and maintenance receipts.

<sup>11</sup> 範圍1 — 包括紅磡及番禺廠房的固定源排放、香港及中國內地辦公室及零售店舖的移動源排放，以及來自澳門辦公室、零售店舖和番禺廠房的冷卻劑和滅火劑導致的逸散性排放。雖然在冷卻設備中使用的R-22冷卻劑並非涵蓋在京都協議書的六種溫室氣體內，其泄漏的排放亦包括在評估中，以提供真實公平的溫室氣體相關資料。

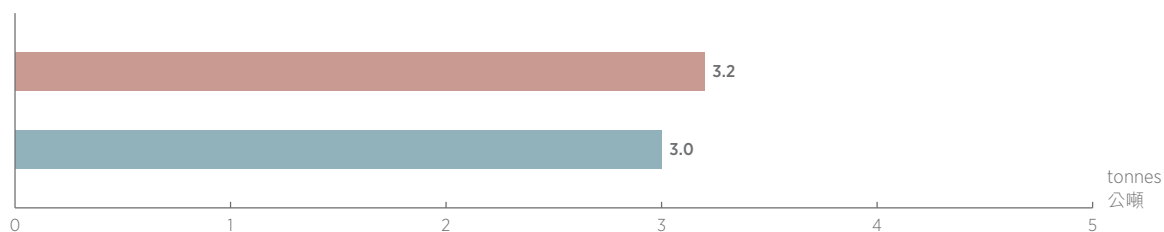
<sup>12</sup> 不包括香港的汽車使用引致的溫室氣體排放，因其佔總能耗比例並不顯著。

<sup>13</sup> 範圍2 — 包括產生外購電力的間接溫室氣體排放。

<sup>14</sup> 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、在香港處理食水及污水以及在中國內地和香港的航空交通。香港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。

● 2019/20 ● 2018/19

**Total hazardous waste<sup>15</sup>**  
有害廢棄物總量<sup>15</sup>

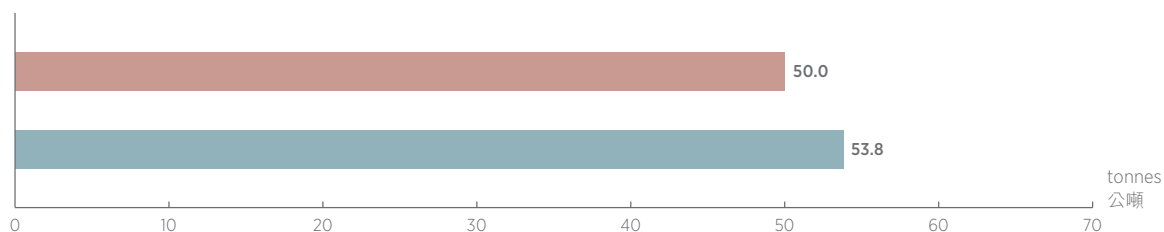


**Hazardous waste intensity (by the Group's turnover)**  
有害廢棄物密度 (按本集團營業額)  
tonnes/HKD million 公噸/百萬港元

**0.0011** 2019/20    **0.0007** 2018/19

● 2019/20 ● 2018/19

**Total non-hazardous waste**  
無害廢棄物總量



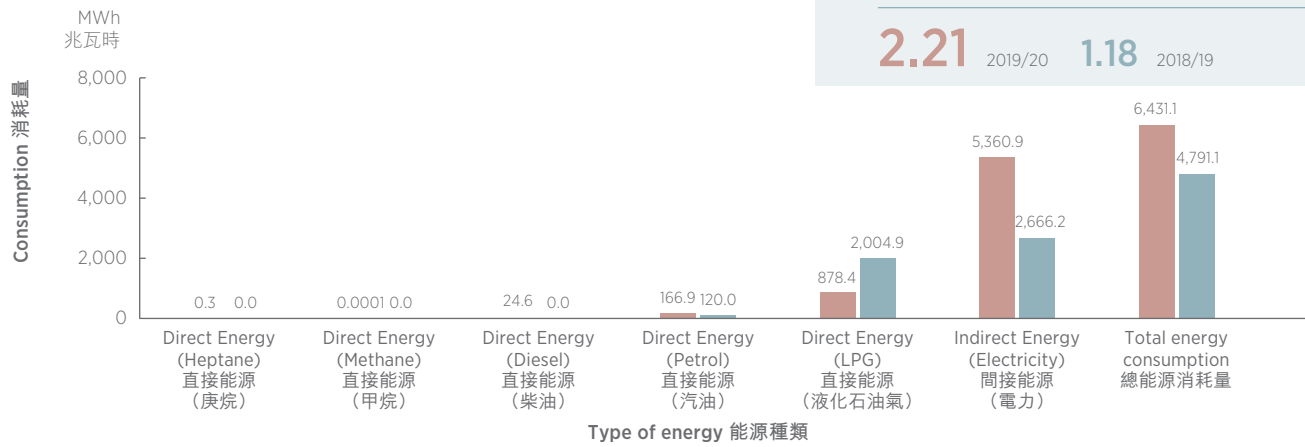
**Non-hazardous waste intensity (by the Group's turnover)**  
無害廢棄物密度 (按本集團營業額)  
tonnes/HKD million 公噸/百萬港元

**0.0172** 2019/20    **0.0132** 2018/19

<sup>15</sup> Hazardous waste from Hong Kong office and retail shops was not included.

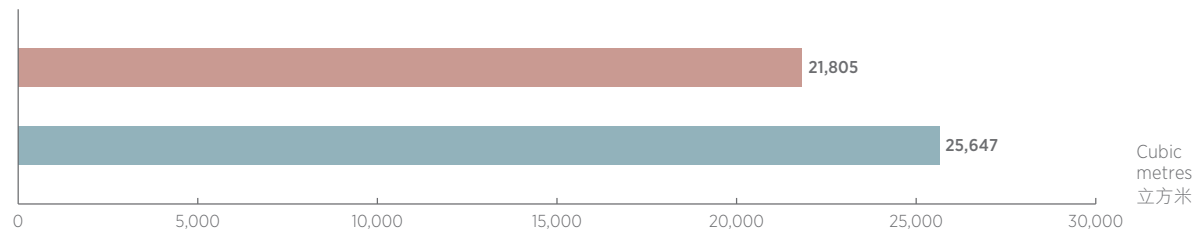
<sup>15</sup> 不包括香港辦公室及零售店舖的有害廢棄物。

● 2019/20 ● 2018/19



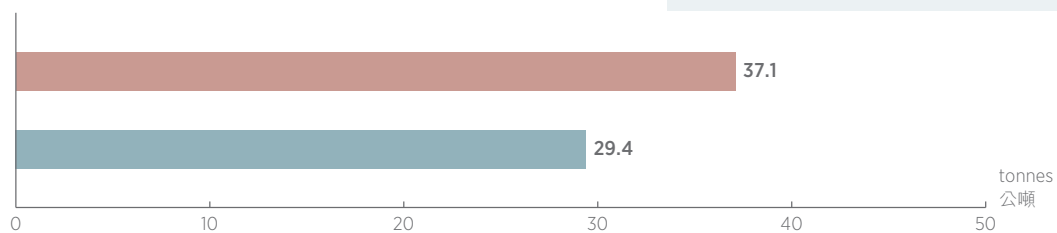
● 2019/20 ● 2018/19

**Total water consumption**  
 總耗水量



● 2019/20 ● 2018/19

**Total packaging material used for finished products**  
製成品所用包裝材料的總量



**Packaging material consumption intensity**  
(by the Group's intensity)

包裝材料耗用密度 (按本集團營業額)

tonnes/HKD million 公噸/百萬港元

**0.0127** 2019/20    **0.0072** 2018/19

# 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
(In accordance with the “comply or explain” provisions and selected “recommended disclosures” of the ESG Reporting Guide) (根據《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」)		
<b>A. Environmental</b> 環境		
<b>A1 Emissions</b> 排放物		
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 air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste. 有關廢氣及溫室氣體排放、向水及土地的排污、有害及無害廢棄物的產生等的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	07, 22-30
A1.1	The types of emissions and respective emissions data. 排放物種類及相關排放數據。	24-26, 34-35
A1.2	Greenhouse gas emissions in total (in tonnes) and, where appropriate, intensity. 溫室氣體總排放量(以公噸計算)及(如適用)密度。	24-25, 35
A1.3	Total hazardous waste produced (in tonnes) and, where appropriate, intensity. 所產生有害廢棄物總量(以公噸計算)及(如適用)密度。	29, 36
A1.4	Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity. 所產生無害廢棄物總量(以公噸計算)及(如適用)密度。	29, 36
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。	07, 24-26
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。	29-30



Material Aspect 主要範疇	Content 內容	Page Number 頁碼
<b>A2 Use of Resources</b> <b>資源使用</b>		
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。	22-23, 27-28
A2.1	Direct and/or indirect energy consumption by type in total (MWh) and intensity. 按類型劃分的直接及/或間接能源總耗量(兆瓦時)及密度。	22-23, 37
A2.2	Water consumption in total and intensity. 總耗水量及密度。	28, 37
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。	22-25
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。	28
A2.5	Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced. 製成品所用包裝材料的總量(以公噸計算)及(如適用)每生產單位估量。	27, 38
<b>A3 The Environment and Natural Resources</b> <b>環境及天然資源</b>		
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。	30
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。	30

Material Aspect 主要範疇	Content 內容	Page Number 頁碼
<b>B. Social 社會</b>		
<b>B1 Employment 僱傭</b>		
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。	06, 16-17
B1.1	Total workforce by gender, employment type, age group and geographical region. 按性別、僱傭類別、年齡組別及地區劃分的僱員總數。	31-32
<b>B2 Health and Safety 健康與安全</b>		
General Disclosure 一般披露	Information on: 有關提供安全工作環境及保障僱員避免職業性危害的： (a) the policies; and 政策；及 (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. 遵守對發行人有重大影響的相關法律及規例的資料。	06, 17-18
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B2.2	Lost days due to work injury. 因工傷損失工作日數。	18, 33
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。	06, 17-18

Material Aspect 主要範疇	Content 內容	Page Number 頁碼
<b>B3</b>	<b>Development and Training 發展及培訓</b>	
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。	19
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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。	34
<b>B4</b>	<b>Labour Standards 勞工準則</b>	
General Disclosure 一般披露	Information on: 有關防止童工或強制勞工的： (a) the policies; and 政策；及 (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child and forced labour. 遵守對發行人有重大影響的相關法律及規例的資料。	07, 17
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, 17

Material Aspect 主要範疇	Content 內容	Page Number 頁碼
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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。	10-11
<b>B6 Product Responsibility 產品責任</b>		
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： (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。	05, 12-14
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
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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。	14
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。	14

Material Aspect 主要範疇	Content 內容	Page Number 頁碼
<b>B7 Anti-corruption 反貪污</b>		
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。	05, 14-15
B7.1	Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the reporting period 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。	05
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。	05, 14-15
<b>B8 Community Investment 社區投資</b>		
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。	20-21
B8.1	Focus areas of contribution. 專注貢獻範疇。	20-21

T S L | 謝瑞麟