

EVOLVING

NEW WAYS OF WORKING
AND DESIGNING TO DELIVER
A WORLD OF NEW IDEAS

ALWAYS BRINGS NEW PRODUCTS
THAT MATCH NEW TRENDS IN LIVING
AND WORKING

FOR A NEW

APPROACH TO STRUCTURING TEAMS
THAT HARNESS FRESH THINKING
AND GLOBAL PERSPECTIVES

TOMORROW

2020/2021 ENVIRONMENTAL, SOCIAL AND
GOVERNANCE REPORT | 環境、社會及管治報告

STOCK CODE 股份代號: 417

T S L | 謝瑞麟

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ABOUT THE REPORT

關於本報告

While sustainability is a topic that resonates everywhere, sustainability reporting has emerged as part of a trend towards increasing transparency and accountability on environmental, social and governance (“ESG”) performance, articulating a wide spectrum of benefits and enabling stakeholders to better understand the intrinsic value of a company.

This is the fifth Environmental, Social and Governance Report (the “Report”) released by Tse Sui Luen Jewellery (International) Limited (the “Company”, together with its subsidiaries the “Group”). It is available for viewing and downloading on the websites of the Company and The Stock Exchange of Hong Kong Limited (“SEHK”).

REPORTING PERIOD AND SCOPE

The Report discloses the Group’s ESG performance for the financial year from 1 April 2020 to 31 March 2021 (the “Year”). Consistent with previous years, it covers the Group’s core businesses, the manufacturing and retail of jewellery in Hong Kong, Macau and Mainland China. The reporting scope of the Report is summarised as follows:

	Hong Kong 香港	Macau 澳門	Mainland China 中國內地
 office 辦公室	1	/	5
 factory 廠房	1	/	1
 self-operated retail stores 自營零售店	25	3	173

Looking forward to the future, the Group will review the reporting scope on a regular basis, and gradually expand the scope based on the principle of materiality, thereby providing more comprehensive information for stakeholders.

當可持續發展這一話題在各地引起共鳴時，可持續發展報告已成為提高環境、社會及管治（「ESG」）透明度及加強問責制趨勢的一部分，在勾畫出多方利益的同時，使持份者能夠進一步了解公司的內在價值。

這份報告是謝瑞麟珠寶（國際）有限公司（「本公司」，連同其附屬公司，統稱「本集團」）發表的第五份《環境、社會及管治報告》（「本報告」），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。

報告期間及範圍

本報告披露本集團於2020年4月1日至2021年3月31日之財政年度（「本年度」）的ESG表現。與往年一致，本報告涵蓋本集團的核心業務，即位於香港、澳門及中國內地之珠寶製造及零售。本報告之報告範圍概述如下：

展望未來，本集團將定期檢討並根據重要性原則逐步擴大報告範圍，為持份者提供更全面的資訊。

REPORTING STANDARDS AND PRINCIPLES

The Report has been prepared in accordance with the “comply or explain” provisions of Environmental, Social and Governance Reporting Guide (the “ESG Reporting Guide”) under Appendix 27 to the Rules Governing the Listing of Securities on the SEHK. During its preparation, the Group adheres to the reporting principles of materiality, quantitative, balance and consistency by:

報告標準及原則

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》(「ESG報告指引」)中「不遵守就解釋」條文編寫。在編製過程中，本集團通過以下方式遵從重要性、量化、平衡及一致性的匯報原則：

REPORTING PRINCIPLES 匯報原則



MATERIALITY 重要性



QUANTITATIVE 量化



BALANCE 平衡



CONSISTENCY 一致性

THE GROUP'S APPLICATION 本集團之應用

Identifying material issues through stakeholder engagement and making key disclosures about these issues

通過持份者的參與以識別重大的議題並就這些議題進行關鍵披露

Presenting information in a quantitative way, where feasible

在可行的情況下以量化方式呈現資訊

Reporting information in an objective and unbiased manner to ensure it reflects both the achievements and the challenges faced by the Group

以客觀及不偏不倚的方式報告資訊，確保同時能反映本集團的成就和面臨的挑戰

Using consistent measurement methods to enable meaningful comparisons of the Group's ESG performance

採用一致的統計方式，以達致對本集團的ESG表現進行有意義的比較

Readers can read the Report according to the ESG Reporting Guide with reference to the index in the last chapter of the Report.

讀者可參照本報告最後一章的ESG報告指引索引閱讀本報告。

DATA COLLECTION AND CONFIRMATION

The Report is compiled based on the Group's official documents, statistical data, and management and operational information. With the assistance of an external consulting firm, the information disclosed has been checked internally by the Group to ensure its accuracy and completeness, compliance with the ESG Reporting Guide, and to present a fair picture throughout the Report.

On 23 June 2021, the Report was reviewed and approved by the board of directors of the Company (the "Board").

FEEDBACK

The Group values the opinions of stakeholders and believes they can help define and strengthen its future ESG strategy. If you have any questions or suggestions regarding the Report or any other ESG matters, please contact the Group by email at ir@tslj.com.

數據收集及確認

本報告乃根據本集團的官方文件、統計數據及管理與營運資料編製而成。在外部諮詢公司的協助下，本集團已對披露的資料進行內部檢查，以確保其準確性及完整性，以及符合ESG報告指引，令本報告公平地反映整體情況。

本報告已於2021年6月23日經由本公司董事會（「董事會」）審閱及批准。

意見反饋

本集團重視持份者的意見，並相信他們可以幫助確定及加強其未來的ESG策略。如閣下對本報告內容或其他ESG事宜有任何疑問或建議，請電郵至ir@tslj.com與本集團聯絡。

OUR LEADERSHIP

我們的領導力



Continued refinement and implementation of ESG-related policies and practices

持續完善和實施ESG
相關政策及實踐



Effective identification and management of the risks posed by COVID-19

有效識別及管理
2019冠狀病毒病帶來的風險



Enlargement of stakeholder engagement and creation of a materiality matrix

擴大持份者參與
並建立重要性矩陣

Sustainable development means protecting natural environment and empowering individuals and communities around the world to encourage progress. This is not a new concept to the Group, but is a journey that it has embarked on at an early stage. The Group has set up long ago The TSL | 謝瑞麟 Foundation (“TSLF”) to support the development of local talent while preserving cultural heritage. 2015 saw the launch of the first e-magazine for employees and staff engagement survey to enhance internal two-way communication and interaction. In the same year, a TSL Taskforce was established to promote the implementation of environmental protection and cost saving initiatives and later on extended to other ESG initiatives across the Group.

This is unparalleled early leadership, and the Group is committed to continually demonstrating leadership and achievements in sustainability, including investments in green offices, safe and healthy workplaces, talent development, responsible sourcing and creative industries. At the same time, the Group understands that continued results cannot be achieved without an effective sustainability governance to develop relevant and well-informed strategies based on market needs and business goals, as well as systematic and long-term stakeholder engagement.

可持續發展意味著保護自然環境並賦予和鼓勵世界各地個人及社區不斷進步的空間。這對本集團而言並不是一個新概念，而是在早期階段就開始的旅程。本集團很早就成立了TSL | 謝瑞麟基金（「謝瑞麟基金」），支持本地人才發展，同時保護文化遺產。2015年，本集團推出了首期員工電子雜誌及員工參與度調查，以加強內部的雙向溝通及互動。同年，TSL工作小組成立，負責推動環保及成本節約措施的實施，並於之後擴展至整個集團的其他ESG措施。

擁有這無與倫比的早期領導力，本集團於包括綠色辦公室、安全健康的工作場所、人才發展、負責任之採購及創意產業在內的範疇投入資源，致力於不斷展現其在可持續發展方面的領先地位及成就。同時，本集團明白，如果沒有有效的可持續發展管治以根據市場需求及業務目標制定相關且明智的策略，以及有系統及長期的持份者參與，本集團將無法取得持續的成果。

SUSTAINABILITY GOVERNANCE

The Group deeply believes that good sustainability governance is becoming increasingly important to its long-term business development. It is the Board's responsibility in overseeing ESG issues, including establishing ESG strategies and targets, identifying material ESG risks and determining the management approach against the same.

By using a demand-driven process, the Group creates dedicated teams to manage ESG matters. When any ESG aspect is identified that requires special cross-departmental effort, it takes steps to organise the responsible personnel and their terms of reference. Such strategy and resulting actions are reflected in the establishment of the TSL Taskforce, which includes representatives from most of the Group's departments and is responsible for execution of the ESG-related policies and practices.

Risk Management

A strong governance includes extensive risk oversight by the Board and its committees. The Audit Committee conducts an annual review of the risk management and internal control systems of the Group, reports to the Board on any material issues, and makes recommendations to the Board.

During the Year, through the risk management process which includes risk identification, risk evaluation, risk management measures and risk control and review, the Group has identified an operational risk related to social issues, which is the health risk posed by COVID-19 to stakeholders such as employees, customers and shareholders. The Group ensures that the Coronavirus Working Guidebook is strictly implemented at each operating site to prevent the spread of the virus. Meanwhile, daily health declaration, flexible working hours and work-from-home models served as special working arrangements to protect employees during the epidemic, while precautionary measures in shops and at annual general meeting further extended protection to customers, shareholders and the communities at large. Detailed precautions can be found in the chapter of Our Operating Practices of the Report.

In the future, the management of the Group will proactively incorporate a broader range of ESG risks into the risk management process so that they can be effectively identified, analysed, evaluated, responded, monitored and communicated.

可持續發展管治

本集團堅信，良好的可持續發展管治對其長期業務發展越來越重要。董事會負責監督ESG議題，包括制訂ESG策略和目標，識別重大的ESG風險，並針對這些風險訂定管理方針。

本集團以需求導向的程序成立管理ESG事宜的專責小組。在識別到任何需要跨部門處理的ESG範疇時，本集團採取措施，組織負責人員及訂立彼等的職權範圍。此策略及其相應行動反映在TSL工作小組的建立中。該工作小組由本集團大多數部門的代表組成，負責執行與ESG相關之政策及實踐。

風險管理

良好的管治包含董事會及其委員會對廣泛風險的監督。審核委員會對本集團的風險管理和內部監控系統進行年度審查，並向董事會匯報任何重大議題及提出建議。

於本年度，本集團透過包括風險辨別、風險評估、風險管理措施，以及風險控制和檢討的風險管理過程，識別了與社會議題相關的一項營運風險，即2019冠狀病毒病對員工、客戶和股東等持份者構成的健康風險。本集團確保在每個營運點已嚴格執行《應對冠狀病毒疫情的工作指引》，以防止病毒傳播。與此同時，為在疫情期間保護員工，本集團亦採用了每日健康申報、彈性工作時間及在家工作模式等特別工作安排，而店舖和股東週年大會的防疫措施更進一步擴大保護網至客戶、股東及整個社區。詳細的防疫措施請參閱本報告內「我們的營運慣例」章節。

本集團管理層將在未來主動把更廣泛的ESG風險納入風險管理過程當中，以便對其進行有效之識別、分析、評估、應對、監控及溝通。

STAKEHOLDER ENGAGEMENT

The Group recognises that any decisions and actions it takes that have an impact on its own operations may have a greater impact on its stakeholders and the public. It desires to develop a sustainability strategy in a two-pronged approach that enables business growth while also supporting the communities in which it operates. This starts with working closely with stakeholders to understand the day-to-day sustainability challenges they face and the issues that must be confronted to empower future generations. A stakeholder engagement is therefore needed to help guide the Group in the right way to conduct business.

Stakeholder engagement strategy of the Group is constantly evolving. The Group continually looks to its stakeholders to help it improve understanding, expand awareness, seek technical input and expertise, and evaluate potential collaborations and strategic partnerships. Based on open and honest dialogue, the Group engages in a variety of communication activities with its stakeholders, comprising employees, customers, shareholders, investors, media, suppliers, industry associations and communities. These communications are helpful for the Group to improve and optimise business practices to achieve its sustainability goals and for stakeholders to understand the Group's efforts for sustainable development.

持份者參與

瞭解到其採取的任何對自身營運有影響的決定及行動均有機會對持份者和公眾帶來更大的影響，本集團期望透過雙管齊下的方式制訂可持續發展策略，在發展業務的同時支持其經營所在的社區。此冀望的實現需以與持份者密切合作為始，了解他們面臨的日常可持續發展挑戰，以及為了協助下一代而必須面對的問題。因此，本集團需要持份者參與以協助正確的經營方式。

本集團不斷發展持份者參與策略，期待通過持份者幫助其增進了解、擴大認知、尋求技術投入及專業知識，以及評估潛在的合作及策略夥伴關係。以坦誠對話為基礎，本集團與持份者，包括員工、顧客、股東、投資者、媒體、供應商、行業協會以及社區，開展各種溝通活動。這些交流有利於本集團改進及優化業務實踐，以實現其可持續發展目標，並協助持份者了解本集團為可持續發展所作出的努力。



Employees
員工

- Maintaining two-way communication through meetings, interviews, tea gatherings and whistleblowing mechanism
通過會議、採訪、茶會及舉報機制等，維持雙向溝通
- Conducting performance evaluations to guide employees' career development
為員工進行績效評估，以指引其事業發展



Customers
顧客

- Maintaining good communication with customers via customer service hotline and feedback forms
通過顧客服務熱線及反饋表格，與顧客保持良好的溝通
- Connecting customers to customer service officers through live chat on the Group's newly launched Hong Kong eShop
本集團新推出的香港官網具有實時聊天功能，連繫顧客和顧客服務專員

OUR LEADERSHIP (CONTINUED) · 我們的領導力 (續)



Shareholders, Investors and Media 股東、投資者及媒體

- Reporting to shareholders and investors on business operations and financial position of the Group through annual and interim reports and other information disclosures
通過年報和中期報告，以及其他信息披露，向股東及投資者報告本集團的業務營運及財務狀況
- Press releases and press conferences
發佈新聞稿及舉辦新聞發佈會



Suppliers 供應商

- Applying a tender selection and evaluation system for screening candidate suppliers
設有投標篩選及評估系統以作篩選供應商之用
- Maintaining ongoing communication with suppliers via meetings and regular performance reviews
通過會議及定期績效評估，保持與供應商的持續溝通



Industry Associations 行業協會

- Attending conferences and participating in competitions and accreditation programmes to maintain relationships with industry associations
通過出席會議和參與各項比賽及認證計劃，與行業協會維持聯繫



Communities 社區

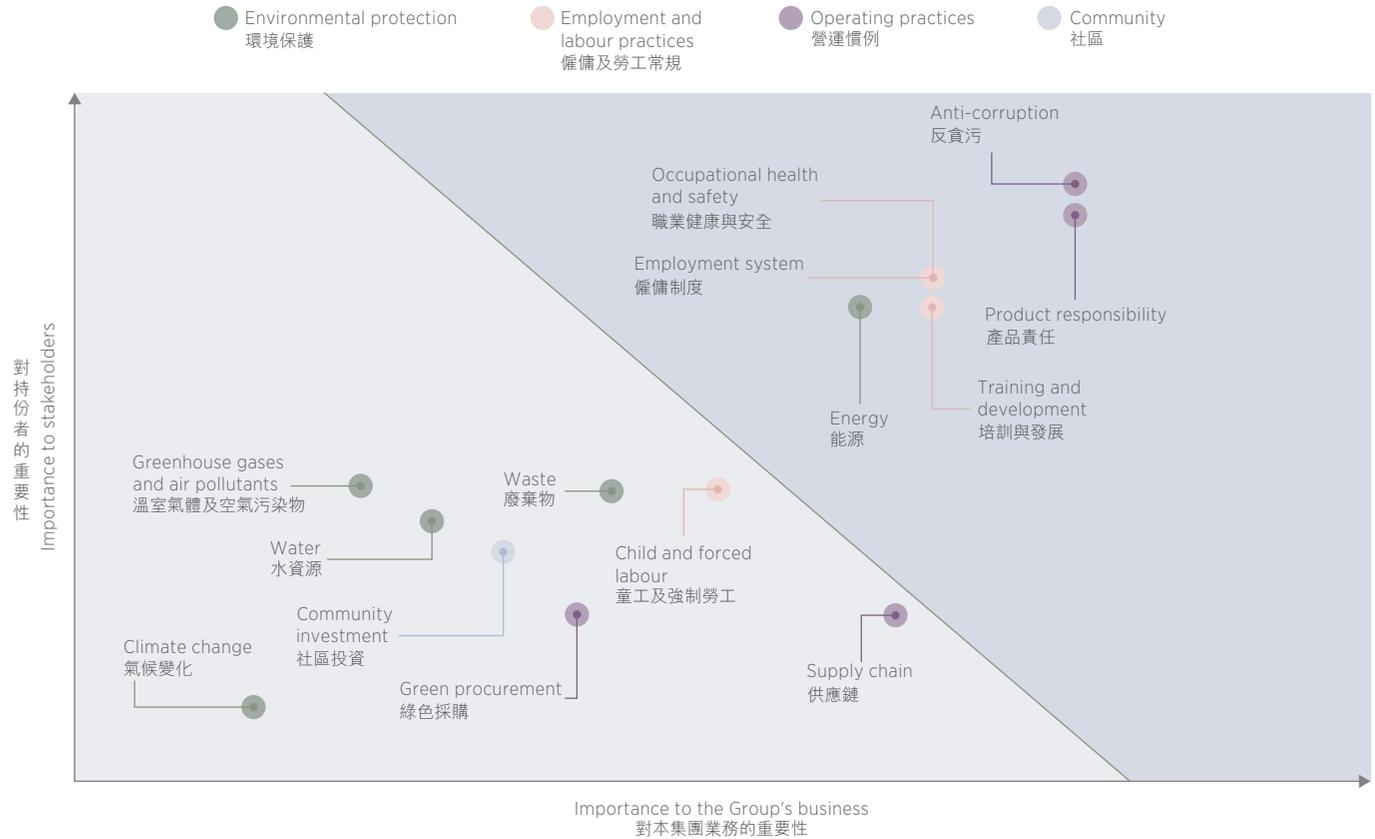
- Understanding the needs of the community by supporting local non-profit organisations and events sponsored by TSLF
通過支持本地非牟利組織和謝瑞麟基金贊助的活動，了解社區的需要

Materiality Assessment

With a growing population, challenges such as climate change, energy supply and security, raw material scarcity, human health and safety, and employment must be addressed to ensure that people can lead healthy and fulfilling lives. Faced with a wide range of issues, the Group is keen to identify those that have a great impact on its stakeholders and businesses, and then to develop its strategic priorities. This is why materiality assessment is an essential part of the Group's ESG management and reporting.

重要性評估

隨著人口不斷增長，為確保人們能夠過上健康而充實的生活，必須應對諸如氣候變化、能源供應及安全、原材料短缺、人類健康及安全，以及僱傭等挑戰。面對廣泛的問題，本集團積極識別對持份者及業務構成重大影響的議題，並制訂相關策略重點。因此，重要性評估是本集團ESG管理及報告的一個關鍵部分。



The Group has established a stakeholder-driven approach to analysing the importance of ESG. Following the previous year's practice, it identified 14 issues most relevant to the Group's business, covering four major areas, namely "environmental protection", "employment and labour practices", "operating practices" and "community". A questionnaire was then conducted, in which stakeholders were invited to rate the issues based on their importance to the Group's business and to the stakeholders themselves.

本集團已建立以持份者為導向的方法分析ESG的重要性。繼上年度的實踐，本集團識別出在四大領域「環境保護」、「僱傭及勞工常規」、「營運慣例」和「社區」中，與業務最為相關的14項議題。隨後亦邀請持份者進行問卷調查，根據議題對本集團業務及持份者自身的重要性進行了評分。

OUR LEADERSHIP (CONTINUED) · 我們的領導力 (續)

As a step forward, the Group has expanded the participants from directors to employees and created a materiality matrix with a fitted line drawn based on the average stakeholder ratings. This line acted as a threshold and issues lying above the line were defined as material issues. The rise of energy to material issues is indicative of the growing importance and concern of environmental issues in society.

The Group strives to establish a strong tie with more stakeholders on sustainability in the future. It believes that understanding key issues from both internal and external perspectives strengthens its ability to develop strategies, goals, targets and initiatives to drive sustainable development both corporately and globally.

作為向前邁出的一步，本集團將參與者從董事擴大至員工，並繪製了重要性矩陣。其中，持份者的評分均值形成了一條擬合線。以該線為門檻，其上方之議題被定義為重要性議題。能源議題上升為重要性議題，反映了在社會中環境議題的重要性及關注度不斷提升。

本集團致力在未來與更多持份者建立可持續發展方面的緊密聯繫，並相信從內部及外部的角度理解關鍵議題，可以增強其制訂策略、目標、指標及措施的能力，以推動企業及全球的可持續發展。



OUR OPERATING PRACTICES

我們的營運慣例



Updated procedure facilitating employees to declare any conflict of interest in a timely manner

更新程序以方便員工
及時申報任何利益衝突



A more comprehensive Privacy Policy to protect customer data collected

更全面的私隱政策
以保護所收集的客戶資料



Recognition by institutions for product quality and service standards over the years

多年於產品質素及服務
標準方面獲得機構認可

The Group attaches importance to product quality and supply chain management, and maintains long-term relationship of mutual trust with customers. Through the years, it has endeavoured to protect intellectual property rights and customer privacy, deliver quality products and services, maintain a sustainable supply chain and fight against corruption, building a reputation for conducting business in an ethical and responsible manner.

CORPORATE CODE OF CONDUCT

Conducting business in an ethical manner is a cornerstone of the Group's success. The Group complies with relevant regulatory requirements in all regions in which it operates, including the Anti-Unfair Competition Law of the People's Republic of China ("PRC"), the Criminal Law of the PRC, the Prevention of Bribery Ordinance of Hong Kong, and the Anti-Money Laundering and Counter-Terrorist Financing Guideline for Dealers in Precious Metals and Stones issued by the Narcotics Division of Security Bureau.

Anti-corruption

In an effort to standardise business and employee actions, the Group has developed a Corporate Code of Conduct Statement and an Employees' Code of Conduct that summarise its compliance principles and procedures to prevent and tackle unethical and dishonest activities such as bribery and fraud. The Employee Handbook also stipulates that employees must not accept material or immaterial benefits from companies with which the Group has direct or indirect dealings.

本集團重視產品質素及供應鏈管理，冀與顧客維持長期互信關係。多年來，本集團努力保護知識產權及客戶私隱、提供優質產品及服務、維持可持續的供應鏈，以及打擊貪污，建立了以合乎道德及負責任之方式經營的聲譽。

企業行為守則

合乎道德的營運方式是本集團成功的基石。本集團遵守其經營所在地區之相關監管要求，包括《中華人民共和國反不正當競爭法》、《中華人民共和國刑法》、香港的《防止賄賂條例》、以及保安局禁毒處發佈的《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》。

反貪污

為規範企業及員工行為，本集團制定了《企業行為守則聲明》及《員工職業操守指引》，總結了其合規原則及程序，以防止和處理不道德及不誠實的活動，如賄賂及欺詐。《員工手冊》亦規定員工不得從與本集團有直接或間接交易的公司接受物質或非物質利益。

OUR OPERATING PRACTICES (CONTINUED) · 我們的營運慣例 (續)

The Group is also aware that conflict of interest is inherently linked to the issues of corruption, bribery and unfair trade practices. Therefore, its Employees' Code of Conduct requires employees to base their decisions and actions on the needs and interests of the Group and to disclose any circumstance that might be perceived as a conflict of interest. All employees are required to declare to the Group in a timely manner any actual and/or potential conflict of interest in the performance of their duties.

A Disciplinary Policy is in place to promote employees' strict compliance with rules and regulations and to assist department heads in handling disciplinary actions in a fair and equitable manner. Besides, internal reporting procedures have been established for employees to report any misconduct and malpractices. Employees can report cases in writing to person and department they trust, including their supervisors and/or department heads, Human Resources Department, Internal Audit Department and directors. The Group prohibits retaliation against anyone who in good faith raises a business conduct issue or cooperates with a company investigation.

Concerning external illegal activities, the Group has established the Guidelines for Combating Money Laundering and Terrorist Financing to guide employees on how to conduct three procedures when suspicious activities are detected, i.e., conducting background checks on customers, keeping records of transactions, and reporting suspicious cases to the Joint Financial Intelligence Unit after due consideration.

Familiarising directors and employees with all aspects of anti-corruption and helping them identify and mitigate associated risks is integral. During the Year, the Group's directors and staff have received 248 hours of anti-corruption training in total. The Group has adopted the directors' training package jointly developed by the Independent Commission Against Corruption and the Hong Kong Business Ethics Development Centre to ensure that all directors are aware of corruption, fraud, conflict of interest, cross-border bribery, shell listing and insider trading. In addition, anti-corruption reminders are issued annually to employees to help them remain vigilant at all times. During the Year, there were no legal cases concerning corrupt practices by the Group and its employees.

本集團亦關注到利益衝突與貪污、賄賂及不公平貿易行為等議題有着內在聯繫。因此，《員工職業操守指引》要求員工根據本集團的需求及利益作出決定及採取行動，並披露可能被視為利益衝突的任何情況。所有員工均須及時向本集團申報履行其職責時發生的任何實際及／或潛在利益衝突。

已制定及實施的《紀律處分政策》可促進員工嚴格遵守規章制度，並協助部門主管以公平公正的方式處理紀律處分。此外，本集團已制定內部舉報程序，以便員工報告任何不當或不法行為。員工可透過書面形式向其上司及／或部門主管、人力資源部門、內部審核部門及董事等信任人士及部門報告案件，並禁止對善意提出商業行為問題或配合公司調查的任何人進行報復。

針對外部違法活動，本集團制定了《打擊洗錢及恐怖融資行為指引》，以助指導員工在發現可疑活動時，如何進行三項程序，即客戶背景調查、保留交易記錄，並在考量後向聯合財富情報組匯報可疑個案。

讓董事及員工熟悉反貪污之各個方面，並幫助他們識別及減輕相關風險是不可或缺的。於本年度，本集團的董事及員工共接受了248小時的反貪污培訓。本集團已採用廉政公署與香港商業道德發展中心聯合開發之董事培訓教材，以確保所有董事了解貪污、欺詐、利益衝突、跨境賄賂、空殼上市及內幕交易。此外，本集團亦於每年向員工發出反貪污提醒，以助他們時刻保持警惕。於本年度，本集團及其員工並無涉及貪污訴訟案件。

Intellectual Property Rights

The Group has developed an Intellectual Property Management System that complies with the Trade Marks Ordinance, Registered Designs Ordinance and Copyright Ordinance of Hong Kong and the Trademark Law and Patent Law of the PRC to protect the intellectual property rights of the Group and others. Employees shall abide by relevant provisions when using computer software and copyrighted works such as books, magazines, newspapers and other publications. Irregular inspections are carried out on the Group's computers to avoid any intellectual property rights infringement. At the same time, the Group has registered its technology innovations, trademarks and designs for the sake of its own intellectual property rights protection.

PRODUCT RESPONSIBILITY AND SUPPLY CHAIN MANAGEMENT

Delivering quality jewellery products to customers enables the Group to achieve sustainable growth. Conversely, a product with a slight defect could pose a significant financial or reputational risk. For this reason, the supply chain and product quality should be well managed.

Quality Assurance

The Group is aware of the importance of procurement in its product quality management. It formulates relevant process for tenderer selection in accordance with its Purchasing Management Policy and Procurement Control Procedures.

Overseen by the Purchasing Management Team, the Group purchases materials from suppliers included in the list of qualified suppliers. When the materials are delivered, acceptance is carried out according to the specifications, models and quantities on the purchase order, and random checks on quality is conducted. One month after the materials are put into use, follow-up survey and checking will be conducted and the results will be used as a reference for re-evaluation of suppliers.

Beyond materials management, the Group also follows relevant local and international standards in the manufacturing and distribution process of its products to ensure that they are of the highest quality, which is evidenced by the accreditation obtained.

知識產權

本集團已根據香港的《商標條例》、《註冊外觀設計條例》及《版權條例》，以及《中華人民共和國商標法》及《中華人民共和國專利法》建立知識產權管理系統，以保護本集團及他人的知識產權。員工在使用電腦軟件及受版權保護的資料，例如書籍、雜誌、報紙及其他刊物時，應當遵守有關規定。本集團亦會透過不定期檢查電腦避免任何侵犯知識產權行為。同時，本集團已對所擁有的科技創新、商標及設計進行註冊，以保護自身的知識產權。

產品責任及供應鏈管理

為客戶提供優質的珠寶產品，可令本集團實現可持續增長。反之，一件具有輕微缺陷的產品可能會帶來重大的財務或聲譽風險。為此，供應鏈及產品質量應得到妥善管理。

品質保證

本集團深知採購在其產品質素管理中的重要性，並根據《採購管理政策》及《採購控制程序》制定了有關投標篩選之流程。

在採購管理團隊監管下，本集團向合資格供應商名單中的供應商採購材料。在材料送達時，本集團會按採購單上之規格、型號和數量進行驗收及質量抽查。在使用材料的一個月後，亦會進行跟進調查及檢查，其結果將作為對供應商重新評估之參考。

除了材料管理，本集團亦在其產品之製造及分銷過程中，遵循相關的本地及國際標準，以確保產品的極高品質。本集團獲得的認證證明了這一點。

OUR OPERATING PRACTICES (CONTINUED) · 我們的營運慣例 (續)

The Group's Products 本集團產品	Accreditation Scheme 認可計劃	Issuing Organisation 頒發機構	
Jewellery 珠寶首飾	Reputation Shop Mark 珠寶信譽店標籤	Hong Kong Jewellers' and Goldsmiths' Association 香港珠石玉器金銀首飾業商會	
Gold jewellery 黃金首飾	Quality Gold Mark 優質足金標誌		
Jadeite jewellery 翡翠首飾	Natural Fei Cui Quality Mark 天然翡翠標誌		
Diamond jewellery 鑽石首飾	Natural Diamond Quality Assurance Mark 天然鑽石品質保證標誌	Diamond Federation of Hong Kong 香港鑽石總會	
	Integrity Pledge 誠信保證		
Jewellery 珠寶首飾	No Fakes Pledge 正版正貨承諾	Intellectual Property Department of Hong Kong 香港知識產權署	

Supply Chain Sustainability

The Group understands that its sustainability impact extends beyond its own operations. By purchasing raw materials and services from companies around the world, it participates in a global, complex supply chain. It is even not limited to that – the Group's suppliers have their own suppliers, extending to the original source of every material it uses. 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.

- **Safety:**
Safety policies and systems are in place, and safety trainings are provided to employees
- **Environmental Protection:**
No conduct or incident that violate environmental related laws and regulations
- **Ethics:**
No benefits are to be offered to Group employees in business transactions, and any misconduct is to be reported to the Group when discovered

The Safety Plan and Letter to Suppliers and Business Partners represent the basic expectations above for suppliers of the Group. However, some parts of the supply chain require additional attention to promote more sustainable and responsible practices. The Group has identified the sourcing of diamonds as one of these priority parts due to potential ethical risks, such as human rights violations against diamond mining workers, and financing of rebel groups to take control of their nations by violence and intimidation. In response to positive industry practice, the Group only sources diamonds from suppliers that participate in Kimberley Process, which is designed to track diamonds from mine to market and ensure that conflict diamonds do not enter the global trade.

As part of its daily operations, the Group collects information about its suppliers and checks their compliance and performance to ensure that they consistently meet the relevant requirements of the Group.

可持續供應鏈

本集團了解其對可持續發展的影響超出其自身營運範圍。通過從世界各地的公司採購原材料及服務，本集團身處在一個全球性而複雜的供應鏈。不止於此，本集團的供應商亦有他們的供應商，延伸至所使用的每種材料的原始來源。本集團關注其供應鏈的ESG表現，要求供應商把可持續及負責任的做法納入營運中，包括保持高安全標準及管理環境和社會風險。

- **安全：**
制定安全政策及系統，並為員工提供安全培訓
- **環境保護：**
沒有違反環境相關法例法規之行為或事件
- **道德：**
在商業交易中不得向本集團員工輸送任何利益，如發現任何不當行為均應向本集團報告

本集團的《安全計劃》及《致供應商及業務合作夥伴之信件》，展現了上述對供應商的基本期望。然而，供應鏈的某些環節需額外關注，以促進更加可持續及負責任的做法。由於潛在的道德風險，例如對鑽石開採工人的人權侵犯，以及資助叛亂團體通過暴力及恐嚇控制其國家等，本集團已識別鑽石採購為需優先關注的環節之一。為響應積極的行業慣例，本集團僅從旨在追蹤鑽石從礦山到市場之情況，確保衝突鑽石不會進入全球貿易的金伯利進程之參與供應商中採購鑽石。

作為日常營運之一部分，本集團收集有關其供應商之資料，並檢查其合規性及表現，以確保他們一直符合本集團的相關要求。

Customer Service

The provision of quality product and service experience to customers has always been a fundamental value of the Group. The Group complies with industry standards and relevant regulatory requirements in all regions in which it operates, including the Sale of Goods Ordinance, Trade Descriptions Ordinance and Personal Data (Privacy) Ordinance of Hong Kong and the Law of the PRC on the Protection of Consumer Rights and Interests. It has also implemented various policies and measures to ensure the authenticity of product labels and information, to enhance customer satisfaction and to protect customer privacy.

客戶服務

為顧客提供優質的產品及服務體驗，為本集團一直秉持的主要價值觀。本集團遵守其經營所在地區的行業標準及相關監管要求，包括香港的《貨品售賣條例》、《商品說明條例》和《個人資料(私隱)條例》，以及《中華人民共和國消費者權益保護法》。同時，本集團亦實施了各種政策及措施，以確保產品標籤及資料之確實性，並提高顧客滿意度及保護客戶私隱。



Accreditation and Award 認證與獎項

Quality Tourism Services (QTS) Scheme Retail Shop
「優質旅遊服務」計劃零售商戶
2020 Quality Service Retailer of the Year – Silver Award
2020最佳優質服務零售商 – 銀獎
2020 Service Talent Award – Staff Awards
2020傑出服務獎 – 員工獎
2020 Best Training Award – Silver Award
2020最佳培訓獎 – 銀獎
HKRMA 35th Anniversary Awards
香港零售管理協會35周年大獎



Issuing Organisation 頒發機構

Hong Kong Tourism Board
香港旅遊發展局
Hong Kong Retail Management Association (“HKRMA”)
香港零售管理協會





Product Labelling and Advertisement
產品標籤及廣告

All products are labelled with essential information, including but not limited to the products' origins, quality accreditations, etc. Regarding advertising matters, the Group conducts internal check to ensure the accuracy of information before publication on any traditional and social media.

所有產品標籤均附有必要資料，如產品來源地及質量認證等。對於廣告事宜，本集團會透過進行內部檢查，以在任何傳統及社交媒體上發佈前，確保資料準確無誤。



Customer Satisfaction
顧客滿意度

In order to maintain customer satisfaction, the Group provides trainings and workshops for employees with regards to building strong customer relationship and handling customer complaints. In addition, Complaints Handling Guideline has been formulated to provide guidance on dealing with complaints about products, services and repairs. During the Year, the Group received 4 and 95 complaints in Hong Kong and Mainland China respectively. All complaints were dealt with promptly in accordance with the Complaints Handling Guideline.

為保持客戶滿意度，本集團為員工提供一系列與建立良好顧客關係及處理投訴相關之培訓和工作坊。此外，本集團制定了《處理投訴指引》以助處理有關產品、服務和維修之投訴。於本年度，本集團在香港和中國內地分別接獲4宗和95宗顧客投訴，並已及時按照《處理投訴指引》處理。

While customers are always encouraged to give their feedback and opinions via various channels, including shops, emails, service hotline and social media platforms, the Group is committed to responding promptly and exploring areas for improvement.

本集團一直鼓勵顧客透過店舖、電郵、服務熱線及社交媒體平台等不同渠道提供反饋及意見，並致力於作出迅速回覆及探索改進空間。



Data Privacy
資料私隱

Data privacy is protected under the Exclusive and Confidential Information Policy and the Privacy Policy of the Group, which strictly prohibits the employees from disclosing any confidential information, including personal data of customers, to third party. In particular, the Privacy Policy has been refined during the Year to enhance the protection of customer data obtained from all channels. Such policy is also publicly available on the Group's website so that customers are aware of how their data will be collected and used.

資料私隱受本集團《專屬和機密資訊政策》及《私隱政策》之保護，嚴禁員工向第三方披露任何機密資料，包括客戶的個人資料。於本年度，本集團特別完善了《私隱政策》，以加強對從所有渠道獲得的顧客資料之保護。此政策亦在本集團網站上公佈，以便顧客了解其資料的收集及使用用途。

OUR OPERATING PRACTICES (CONTINUED) · 我們的營運慣例 (續)

With the outbreak of COVID-19, protecting the health and safety of customers has become a top priority for the Group. During the Year, the Group has participated in the Anti-Epidemic Hygiene Measures Certification Scheme launched by the Hong Kong Tourism Board and the Hong Kong Quality Assurance Agency, strictly enforcing epidemic prevention measures for the retail industry.

隨著2019冠狀病毒病的爆發，保護顧客的健康及安全已成為本集團的首要任務。於本年度，本集團參與了香港旅遊發展局及香港品質保證局推出的衛生防疫措施認證計劃，嚴格執行零售業防疫措施。





Preventing the Spread of Virus 防止病毒傳播

To minimise the risk of virus transmission, the Group has provided body temperature screening for employees and all visitors. Everyone is required to wear a mask and to maintain a safe social distance. The Group also encourages its customers to use contactless payment methods.

為將病毒傳播之風險降至最低，本集團已為員工及所有訪客提供體溫檢測。所有人必須戴口罩並保持安全社交距離。本集團亦鼓勵其客戶使用非接觸式付款方式。



Keeping the Shops Clean and Disinfected 保持店舖清潔及消毒

To maintain the hygiene of the shops, employees frequently clean high contact surfaces such as door handles and chairs with a diluted bleach solution or disinfectant, and also disinfect the products after customers have tried them on. Besides, the Group has cleaned air filters and ducts more regularly to ensure good ventilation and air-conditioning systems.

為保持店舖的衛生，員工經常以稀釋的漂白溶劑或消毒劑清潔門把手及椅子等接觸度高之表面，並在顧客試戴後對產品進行消毒。此外，本集團更頻繁地定期清潔空氣過濾器及管道，以確保良好的通風及空調系統。



Providing Epidemic Prevention Supplies and Information 提供防疫物資及資訊

The Group values the health conditions of our colleagues by avoiding them from contracting the COVID-19 virus. Each shop has placed hygiene amenities such as disinfectant wipes and hand sanitisers for employees and customers to use at all times. The Group has also posted notices in prominent positions to provide adequate information on epidemic prevention to ensure that every staff maintains a high level of personal hygiene.

本集團重視員工的健康狀況，避免他們感染2019冠狀病毒病。每間店舖都放置了消毒濕紙巾及消毒搓手液等衛生設備，供員工及顧客隨時使用。本集團亦在當眼位置張貼告示，提供充足的防疫資訊，確保每一位員工均保持高度個人衛生。

OUR PEOPLE

我們的員工



Extension of maternity leave for Hong Kong employees to keep up with the changes in employment-related laws and regulations

跟上僱傭相關法律法規之變化，
為香港僱員延長產假



Constant attention to the mental health of employees

持續關注員工心理健康



Employee training ensured through a mobile learning platform despite the COVID-19 outbreak

在2019冠狀病毒病爆發期間，
透過移動學習平台
為員工提供培訓

The long-term business success of the Group is directly related to the common efforts and contributions of its employees. To this end, the Group attaches importance to human resources with a mission to foster a caring, inclusive and safe work environment where employees feel valued and respected. Employees are also always given the opportunity to learn and acquire new skills for continued development.

本集團長期之業務成功與員工的共同努力及貢獻直接相關。為此，本集團重視人力資源，以營造關愛、包容及安全之工作環境，讓員工感到被重視及尊重為使命。與此同時，員工亦經常有學習及獲得新技能的機會，達至持續發展。

EMPLOYMENT

The Group is convinced that a sound employment system can attract and retain talents. Such system has been implemented in accordance with relevant regulatory requirements in all regions in which it operates, including the Labour Law and Labour Contract Law of the PRC, Employment Ordinance and Employees' Compensation Ordinance of Hong Kong, and Labour Relations Law of Macau. Arrangements to safeguard employees' rights are detailed in the Group's Employee Handbook, including but not limited to compensation and dismissal, recruitment, working hours, rest periods, equal opportunity, anti-discrimination, and other benefits and welfare.

僱傭

本集團深信完善之僱傭制度能夠吸引及留住人才。相應制度已按照其經營所在地區的相關監管要求實施，包括《中華人民共和國勞動法》、《中華人民共和國勞動合同法》、香港的《僱傭條例》、《僱員補償條例》，以及澳門的《勞動關係法》。本集團的《員工手冊》亦詳述了保障員工權益之安排，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。



Recruitment and Dismissal 招聘及解僱

Employees are recruited fairly and openly in accordance with the Group's employment procedures. The Human Resources Department carries out prudent verification check on the identification documents of applicants in the recruitment process to avoid mis-recruitment of child labour.

員工是根據本集團的僱傭程序公平及公開招聘。人力資源部會在招聘過程中，對申請人的身份證明文件進行審慎核查，避免錯誤招聘童工。

Orientation is provided to help employees understand the Group's policies and systems, as well as their responsibilities and rights. 本集團會提供指導予員工，以幫助他們了解本集團的政策及制度，以及他們的責任及權利。

Regarding dismissal, employees could request termination of employment in accordance with the procedures in the Employee Handbook. Forced labour is prohibited by the Group in its operations.

關於解僱方面，員工可按照《員工手冊》之程序要求解除僱傭關係。本集團在其經營活動中禁止強制勞工。



Remuneration and Benefits 薪酬及福利

The Group is committed to maintaining its competitiveness in the labour market in the industry and determines the remuneration of its employees based on their performance.

本集團致力於保持其在行業勞動力市場之競爭力，並根據員工的表現確定其薪酬。

The Group offers attractive benefits and allowances, including but not limited to medical insurance, travelling insurance, education reimbursement and discounted rate on the Group's jewellery products. Housing allowance is available for Hong Kong employees assigned to the Mainland China, while meal allowance is available for Mainland employees.

本集團提供具吸引力的福利及津貼，包括但不限於醫療保險、旅遊保險、教育費用報銷及本集團珠寶產品購物優惠。派往內地的香港員工享有房屋津貼，而內地員工則享有膳食津貼。

As a family-friendly employer, the Group also provides private and furnished breastfeeding rooms for its employees at Hong Kong and Guangzhou offices.

身為體恤家庭生活的僱主，本集團亦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。

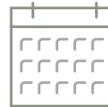


Promotion
晉升

According to the employment system, the Group provides employees with equal promotion opportunities based on their qualifications, capability, performance and other relevant criteria. 根據僱傭制度，本集團按照員工的資歷、能力、表現及其他相關標準提供平等的晉升機會。

The Group communicates with employees through end-of-probation appraisals, annual appraisals and special appraisals. Employees in different positions understand the Group's expectations and are given motivational feedback, such as the granting of bonuses and promotions.

本集團通過試用期滿評核、年度評核和專項評核與員工進行溝通。不同職位之員工可了解本集團的期望，並獲得鼓勵性的反饋，例如發放花紅及晉升。



Rest Periods
假期

In addition to statutory holidays, employees of the Group are also entitled to various paid holidays, including annual leave, marriage leave, maternity leave, paternity leave, bereavement leave, birthday leave, anniversary leave and compensation leave.

除法定假期外，本集團員工亦享有多項帶薪假期，包括年假、婚假、產假、待產假、喪假、生日假、週年假及補償假。

All overtime work is compensated in the form of compensatory time off or overtime allowance.

所有加班工作均以補假或加班津貼之形式得到補償。

Furthermore, the Group cherishes zero discrimination, diversity and inclusiveness in the workplace. It believes that a workforce comprising individuals from different backgrounds, experiences, cultures and generations helps to more closely connect the needs of stakeholders with diverse backgrounds and better navigate the market. At the same time, a culture of diversity and inclusion helps to fuel the Group's curiosity and creativity to overcome challenges and seize opportunities.

Dedicated to equal opportunities, the Group does not allow any form of discrimination on the basis of gender, age, nationality, marital status, physical condition or position, pursuant to the Sex Discrimination Ordinance, Disability Discrimination Ordinance, Race Discrimination Ordinance and Family Status Discrimination Ordinance of Hong Kong. In addition, it provides guidelines on how to avoid sexual harassment and report suspected cases to the Human Resources Department.

此外，本集團珍視工作場所之零歧視、多元化及包容性，並認為由來自不同背景、經驗、文化及世代組成之勞動力，有助於更緊密地聯繫背景多元化的持份者之需求，為市場導航。同時，多元化及包容之文化有助於激發本集團的好奇心及創造力，以克服挑戰及把握機遇。

本集團遵循香港的《性別歧視條例》、《殘疾歧視條例》、《種族歧視條例》和《家庭崗位歧視條例》，並專注於平等機會，不容許基於性別、年齡、國籍、婚姻狀況、身體狀況或職位之任何形式的歧視。本集團亦提供如何避免性騷擾及向人力資源部門報告可疑個案之指引。

The Group periodically reviews the current employment system and improves the relevant policies to keep up with the times. For example, with the implementation of the 4-week increase in statutory maternity leave under the Employment Ordinance in December 2020, the Employee Handbook for Hong Kong employees has been updated accordingly.

HEALTH AND SAFETY

As an enterprise with over 2,000 employees working in offices, retail stores and factories, the Group is always taking steps to advance the health and safety of its employees. It pledges to maintain a high-standard safety management system in compliance with relevant regulatory requirements in all regions in which it operates, including the Production Safety Law of the PRC and Occupational Safety and Health Ordinance of Hong Kong, as well as the latest safety procedures and guidelines.

In accordance with the Safety Policy and Personal Protection Plan, the Group shall disclose the potential occupational disease risks to employees and provide appropriate training and protective equipment with the purpose of eliminating the occupational hazard accidents. In March 2021, a qualified safety consultant engaged by the Group conducted training courses for representatives from different departments in Hong Kong with the aim of establishing a corporate health and safety culture.

To prevent and control the COVID-19 outbreak, the Group formulated the Coronavirus Working Guidebook in March 2020 to provide guidance to departments in dealing with different situations, such as employee illness, infection with the virus, and having infected individuals in the living environment or workplace. The Guidebook continued to be implemented throughout the Group during the Year.

Annual audit on the safety system and policies are conducted by the safety consultant to ensure their effectiveness. In Hong Kong, the Safety Committee includes the management and the frontline, head office and maintenance centre staff. They meet quarterly with the safety consultant to review the occupational health and safety enhancement plan. As a result of the collaborative effort, employees are given the opportunity to participate in safety management and then develop action plans for accomplishing safety and health-related goals and targets.

本集團定期檢討現行僱傭制度並與時並進，完善相關政策。例如，在2020年12月根據《僱傭條例》的法定產假延長4週後，香港員工的《員工手冊》亦隨之更新。

健康與安全

作為一間擁有逾2,000名在辦公室、零售店舖和工廠工作的員工的企業，本集團一直採取措施促進員工的健康及安全，承諾維持高標準之安全管理體系，並符合經營所在地區的相關監管要求，包括《中華人民共和國安全生產法》、香港的《職業安全及健康條例》，以及最新之安全程序及指引。

根據《安全政策》及《個人防護計劃》，本集團須向員工披露潛在職業病的風險，並提供適當的培訓及防護裝備，以減少職業性危害事故。於2021年3月，本集團已聘請合資格安全顧問為香港不同部門的代表舉辦培訓課程，旨在建立企業健康與安全文化。

為預防及控制2019冠狀病毒病疫情，本集團已於2020年3月制定《應對冠狀病毒疫情的工作指引》，為各部門提供指導以處理不同情況，例如員工生病、感染病毒，及在生活環境或工作場所發現感染者。本集團繼續於本年度實施此指引。

安全顧問每年都會對安全系統及政策進行審核，以確保其有效性。香港的安全委員會包括管理層及前線、總部及維修中心的員工，會於每季度與安全顧問會面，審查職業健康及安全改進計劃。經過協作努力後，員工有機會參與安全管理，然後制訂行動計劃以實現與安全及健康相關之目標及指標。



In addition to physical health, the Group is also concerned about the mental health of its employees and regularly disseminates relevant information to employees via email. During the Year, it encouraged employees to use the Counselline @MHAHK Mobile App developed by the Mental Health Association of Hong Kong, which provides online counselling services, mood test and useful resources.

Seven work-related injuries occurred to the Group during the Year. Six of these occurred in the course of work in factories and offices, including four injuries caused by inadvertent contact with chemicals or sharp objects, and two sprains and strains. The other one occurred in a collision with a motorbike on the way from work. The Group followed up with employees in a timely manner and reported the incidents to the relevant authorities and insurance brokers in accordance with legal requirements and internal policies. To prevent similar accidents from happening again, more effective protective equipment and enhanced safety education were provided to employees.

DEVELOPMENT AND TRAINING

The Group attaches great importance to the personal development of employees, providing various knowledge and skill training opportunities according to the needs of employees and corporate needs. Such focus is reflected in the Employee Handbook.

To serve the 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 Year (see table below). The mobile learning platform and intranet provides online training and engagement for employees on the front end, and reporting and tracking for the Group on the back end. These platforms empower the Group to organise training programmes effectively despite the epidemic.

除了身體健康外，本集團亦關注員工之心理健康，並定期通過電子郵件向員工發佈相關資訊。於本年度，本集團鼓勵員工使用由香港心理衛生協會開發，提供在線輔導服務、情緒測試及有用資源之「輔負得正」手機應用程式。

本集團於本年度發生了七宗與工作相關的意外，其中有六宗意外發生在工廠及辦公室的工作期間，包括四宗因不慎接觸化學品或尖銳物體造成的傷害，以及兩宗扭傷及拉傷。另一宗事故則是在下班途中與摩托車相撞。本集團已及時與員工跟進情況，並根據法律要求及內部政策向有關當局及保險經紀報告事件。為防止同類意外再次發生，本集團已為員工提供更有效之防護設備及加強安全教育。

發展及培訓

本集團高度重視員工之個人發展，根據員工需求及企業需要，提供各種知識技能培訓機會，這重點亦已反映於《員工手冊》中。

為滿足業務發展及日常營運之需要，本集團於本年度為不同工作職級及角色的員工舉辦了一系列培訓計劃（見下表）。同時，本集團通過流動學習平台及內聯網為前線員工提供在線培訓及參與，並提供報告及追蹤的後端支援。這些平台使本集團能夠在疫情期間有效地組織培訓計劃。

Training Topics 培訓主題	New employee trainings 新員工培訓	<ul style="list-style-type: none"> — Vision, Mission and Value (VMV) workshop 願景、使命及價值工作坊 — Chinese retail business 中國零售業務 — Onboarding production safety 入職生產安全
	Annual vocational trainings 年度職業培訓	<ul style="list-style-type: none"> — Safety knowledge and operation 安全知識及操作 — Professional quality 專業品質 — Excel skills improvement Excel技能提升 — Salesmanship 銷售技巧 — Jewellery photography 珠寶攝影 — Gold jewellery welding 黃金首飾焊接 — English conversation 英語對話 — Hong Kong Retail Management Association Service Talent Award 香港零售管理協會傑出服務獎

Selected employees were nominated by the Group to participate in the Love Upgrading Special Scheme launched by the Hong Kong Employees Retraining Board during the Year to enhance their vocational skills. Along with training programmes offered, the Group provides financial assistance to encourage life-long learning. Employees can apply for study subsidies to attend workshops, seminars and courses offered by external parties.

During the Year, 1,783 employees of the Group have received training, accounting for 76% of the total number of employees. Among them, the training completion rate for new employees was 99%.

本集團提名部分員工參加香港僱員再培訓局於本年度推出的「特別·愛增值」計劃，以提升其職業技能。除了培訓計劃外，本集團亦提供經濟援助以鼓勵終身學習。員工可以申請學習補貼，作參加外部工作坊、研討會及課程之用。

於本年度，本集團共有1,783名員工接受培訓，佔員工總數之76%，而新員工的培訓完成率為99%。

OUR ENVIRONMENT

我們的環境



51.44 tonnes of paper recycled
回收51.44公噸紙張



Use of rechargeable batteries to reduce
the generation of hazardous waste
使用充電電池減少產生有害廢棄物



10.6% reduction in greenhouse gas
emissions intensity
溫室氣體排放密度降低10.6%

Increasing impact of climate change on the world's weather patterns, environmental degradation and the reduction of the total amount of limited natural resources in the world today have led to scarcity of resources. Under these circumstances, the Group places great importance on its resource use and emissions, as well as the impact of operations on the surrounding environment. A taskforce has been set up by the Group to raise the environmental awareness of its employees and to develop a set of environmental measures on energy saving and efficiency, green office, paper and water conservation.

USE OF RESOURCES

A growing world population and increased consumption are putting pressure on limited resources. As a responsible business, the Group is constantly looking for ways to use resources more efficiently, and has participated in the Green Office Awards Labelling Scheme organised by World Green Organisation. In addition, it continued to participate in the Charter on External Lighting, initiated by the Environment Bureau of Hong Kong, by switching off lights that have an impact on the outdoor environment for a pre-set period of time. During the Year, the Group was awarded Platinum for its headquarters and Platinum or Gold for its retail shops.

氣候變化對世界天氣型態之影響越來越大，環境退化及現今有限天然資源總量的減少，導致資源短缺。在這些情況下，本集團非常重視資源使用和排放，以及營運對周邊環境之影響。本集團已設立工作小組，以提高員工的環保意識，並制定一套節能高效、綠色辦公、節約用紙及用水之環保措施。

資源使用

世界人口不斷增長以及消耗量的上升，正為有限的資源帶來壓力。作為負責任的企業，本集團不斷尋求更高效利用資源之方法，並已參與世界綠色組織的綠色辦公室獎勵計劃。此外，本集團繼續參與由香港環境局發起之戶外燈光約章，於預設的時間關閉影響戶外環境的燈光。於本年度，本集團的總部獲頒鉑金獎，而零售店舖也獲頒鉑金獎或金獎。

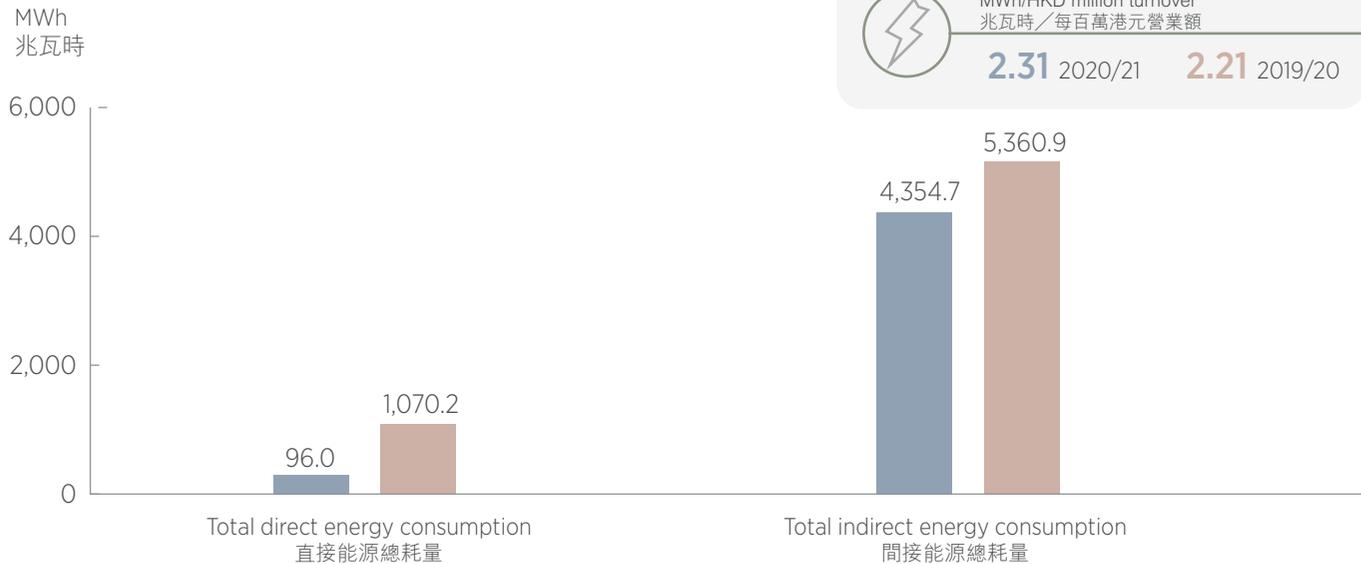
The resources used by the Group mainly included electricity, water and paper consumed in its daily operation. The following are the key measures to improve the efficiency of resource use. 本集團使用之資源主要包括日常營運中消耗的電力、水及紙張。以下為提高資源使用效率的主要措施。

Resources 資源	Measures for efficient use 高效使用的措施
 Energy 能源	<ul style="list-style-type: none"> — Use more environmentally-friendly and energy-saving electrical appliances 使用更環保節能的電器 — Use LED tubes in offices and shops 於辦公室及店舖內使用LED燈管 — Re-arrange employees seating to centralise the application of air-conditioning and lighting for energy-saving 重新安排員工座位，以集中空調和照明及節省能源 — Encourage employees to switch off monitors or activate energy-saving mode during lunch hours 鼓勵員工在午休時關閉顯示器或啟動節能模式 — Switch off the air-conditioners when the office is not in operation 辦公室沒有運作時關閉空調 — Continue to explore gold melting equipment with higher energy efficiency 繼續探索更具能源效益之熔金設備
 Water 用水	<ul style="list-style-type: none"> — Use containers as far as possible to get water for cleaning mop and cloth 盡可能使用容器盛水以清潔拖把及抹布 — Prevent excessive use of detergents for reducing rinsing water 防止過度使用洗滌劑以減少沖洗水量
 Paper 紙張	<ul style="list-style-type: none"> — Set double-sided printing as default 設定雙面打印為預設模式 — Introduce paperless offices, such as e-leave system and e-pay slips 引入無紙化辦公室，例如電子休假系統及電子工資單 — Encourage employees to use electronic supporting medium 鼓勵員工使用電子媒介

During the Year, purchased electricity constituted the majority of energy consumption, while the remaining was from the use of petrol, liquefied petroleum gas ("LPG"), diesel, town gas and acetylene. The total energy consumption was significantly reduced by 30.8% as a result of reduced fuel use due to the reduction in factory operations and the decommissioning of vehicles in Mainland China offices, as well as less electricity purchased due to shop closures or shorter opening hours and more centralised offices.

於本年度，外購電力為主要能源消耗，其餘則來自使用汽油、液化石油氣、柴油、煤氣及乙炔。由於工廠營運減少及中國內地辦公室車輛停用令燃料使用減少，以及店舖關閉或縮短營業時間及更為集中的辦公室使外購電力減少，能源總耗量大幅降低了30.8%。

● 2020/21 ● 2019/20



Overall water use by the Group includes water for sanitation, process and other miscellaneous uses. There was no issue in sourcing water that is fit for purpose.

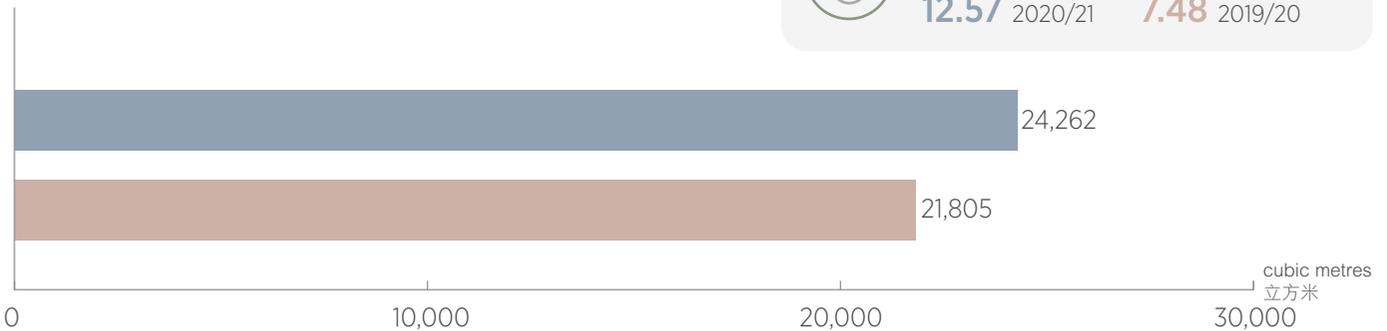
本集團的總耗水量包括衛生、加工及其他雜項用水。此外，本集團在求取適用水源上並沒有任何問題。

Annual water use data is tracked and reported for factories, offices and shops. During the Year, total water consumption increased by 11.3% to 24,262 cubic metres. The increase in water use was mainly due to additional cleaning and sanitation measures in response to COVID-19.

年度耗水數據在廠房、辦公室和店舖內追蹤及報告。於本年度，總耗水量增加11.3%至24,262立方米。耗水量的增加主要因為針對2019冠狀病毒病採取了額外之清潔及衛生措施。

● 2020/21 ● 2019/20

Total water consumption
總耗水量



Water consumption intensity

耗水密度

cubic metres/HKD million turnover
立方米/每百萬港元營業額



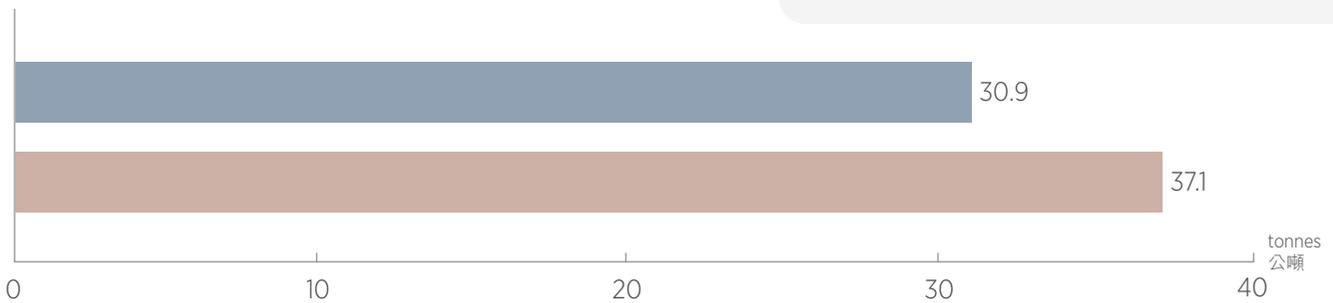
12.57 2020/21 **7.48** 2019/20

As for packaging materials, their use decreased by 16.7% due to the reduction in product sales during the Year.

就包裝材料而言，由於本年度的產品銷售減少，其使用量減少16.7%。

● 2020/21 ● 2019/20

Total packaging material consumption
所用包裝材料總量



Packaging material consumption intensity

包裝材料消耗密度

tonnes/HKD million turnover
公噸/每百萬港元營業額



0.016 2020/21 **0.0127** 2019/20

Looking ahead, the Group will conduct more refined control and management to improve the efficiency in the use of resources, and gradually set targets based on the actual resources consumption.

展望未來，本集團將進一步完善管控，提高資源使用效率，並根據實際資源消耗情況逐步設定目標。

EMISSIONS

The Group pays attention to the environmental impact of emissions generated in its operation. It complies with relevant regulatory requirements in all regions in which it operates, including the Environmental Protection Law of the PRC, the Air Pollution Control Ordinance and Waste Disposal Ordinance of Hong Kong.

Greenhouse gases and air pollutants

Over the years, with greater awareness of the importance of addressing the challenges and opportunities presented by climate change, the Group has committed to managing greenhouse gas emissions by reducing energy use and quantifying emission figures. For measures to reduce energy use, please refer to the “Use of Resources” section.

The Group commissioned a professional consultant to conduct carbon assessment to quantify the greenhouse gas emissions in its operation. The quantitative process is based on the guidelines¹ issued by the Electrical and Mechanical Services Department of Hong Kong and the National Development and Reform Commission of the PRC.

During the Year, the major source of greenhouse gas emissions of the Group was electricity and town gas consumption, accounting for around 98% of the total emissions. The total greenhouse gas emissions were 1,940.7 tonnes of carbon dioxide (“CO₂”) equivalent, representing a decrease of 41.3% compared to 2019/20, mainly due to the reduction in energy use. There was also a reduction in Scope 3 emissions as no business air travel was undertaken since the outbreak of COVID-19.

¹ Guidelines to Account for and Report on Greenhouse Gas Emissions and Removals for Buildings (Commercial, Residential or Institutional Purposes) in Hong Kong and Guidelines for Accounting and Reporting Greenhouse Gas Emissions from Other Industrial Enterprises (Trial) in the PRC.

排放物

本集團關注其營運過程中產生之排放物對環境的影響，並符合其經營所在地區之相關監管要求，包括《中華人民共和國環境保護法》、香港的《空氣污染管制條例》及《廢物處置條例》。

溫室氣體及空氣污染物

多年來，本集團深知應對氣候變化帶來之挑戰及機遇之重要性，並一直致力於通過減少能源使用和量化排放數據來管理溫室氣體排放。有關減少能源使用之措施，請參閱「資源使用」部分。

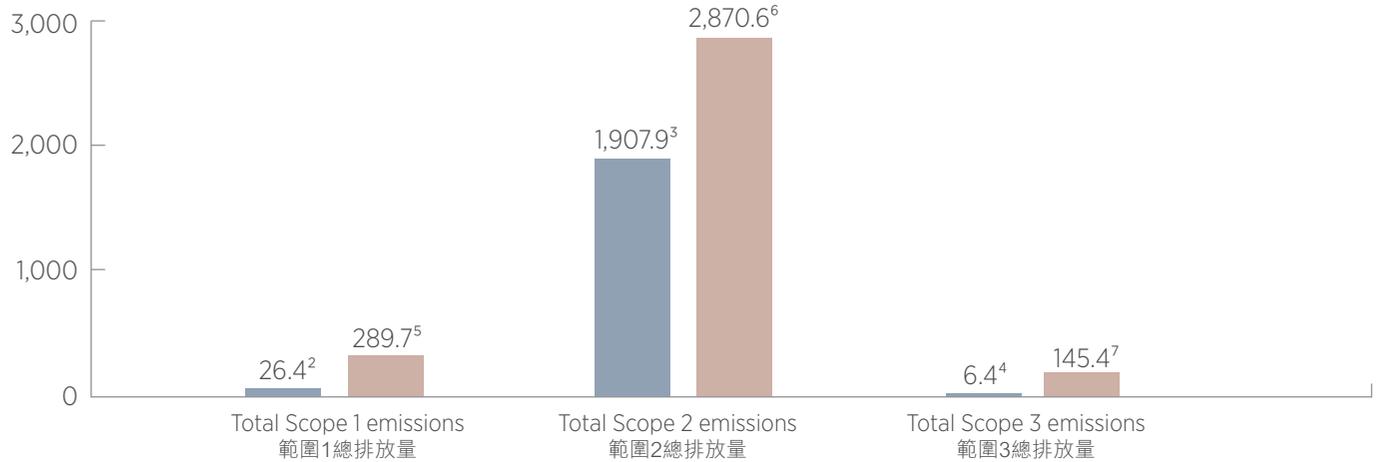
本集團委託專業顧問進行碳評估，量化其營運中產生的溫室氣體排放。量化的過程根據香港機電工程署和中華人民共和國國家發展和改革委員會發佈的指引進行。

於本年度，本集團溫室氣體排放的主要來源為電力及煤氣消耗，佔總排放量約98%。溫室氣體總排放量為1,940.7公噸二氧化碳當量，較2019/20年度減少41.3%，主要因為能源使用減少。自2019冠狀病毒病爆發以來，本集團沒有進行商務航空旅行，因此範圍3的排放量亦有所減少。

¹ 《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》及中華人民共和國的《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)》。

● 2020/21 ● 2019/20

tonnes of CO₂ equivalent
公噸二氧化碳當量



Greenhouse gas emissions intensity

溫室氣體排放密度

tonnes of CO₂ equivalent/HKD million turnover
公噸二氧化碳當量/每百萬港元營業額



1.01 2020/21 **1.13** 2019/20

² Including emissions from stationary source in Hung Hom and Panyu factories, mobile source in Hong Kong and Mainland offices and retail stores.

³ Including indirect emissions from the generation of purchased electricity of the Group and purchased town gas from Hung Hom factory.

⁴ Including indirect emissions from paper disposal, fresh water processing and sewage processing in Hong Kong.

⁵ Including 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.

⁶ Including indirect emissions from the generation of purchased electricity of the Group.

⁷ Including indirect emissions from disposal of paper, fresh water processing and sewage processing in Hong Kong, and air travel in both Mainland China and Hong Kong.

² 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。

³ 包括本集團外購電力及紅磡廠房購買煤氣產生的間接排放。

⁴ 包括在香港棄置紙張、處理食水及污水產生的間接排放。

⁵ 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。

⁶ 包括本集團外購電力產生的間接排放。

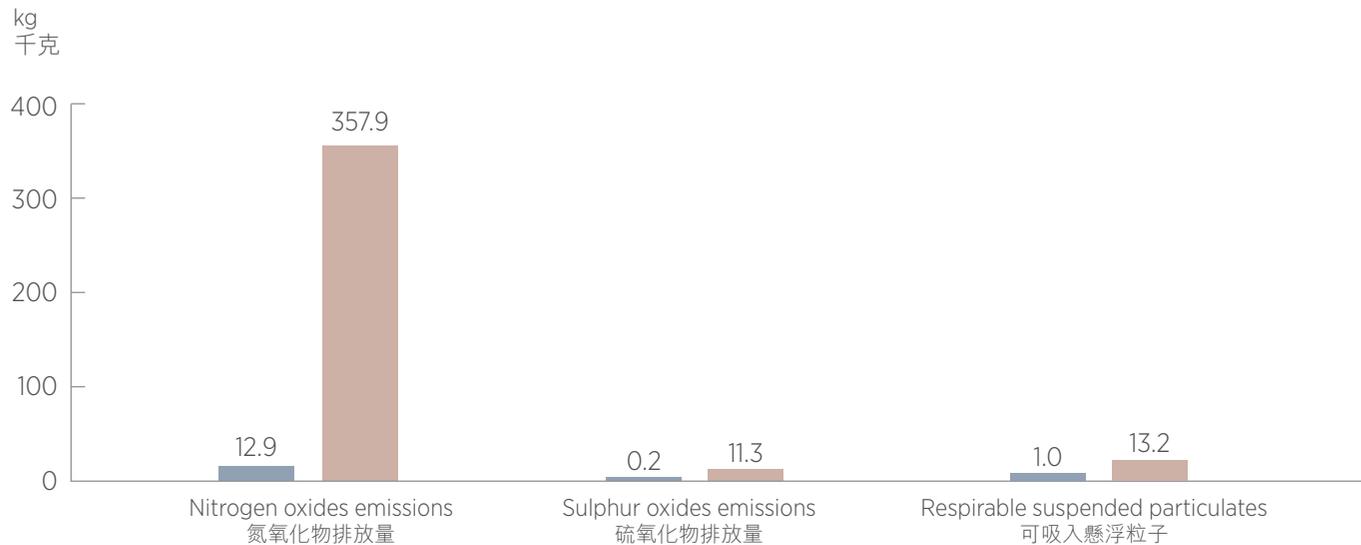
⁷ 包括在香港棄置紙張、處理食水及污水，以及中國內地與香港的航空交通產生的間接排放。

OUR ENVIRONMENT (CONTINUED) · 我們的環境 (續)

In recent years, public concerns regarding the environmental impacts of air pollutant emissions (e.g. sulphur oxides, nitrogen oxides and respirable suspended particulates) have increased because of poor air quality in today's massive oil-based fuel consuming society.

近年，由於當今社會大規模以石油為基礎燃料消耗令空氣質素變差，公眾對空氣污染物排放(例如硫氧化物、氮氧化物和可吸入懸浮粒子)的環境影響之擔憂有所增加。

● 2020/21 ● 2019/20



In a bid to reduce air emissions, the Group has been encouraging employees to practice green driving and providing video conferencing facilities to minimise overseas business travel. Besides, vehicles in Mainland China offices were decommissioning. During the Year, all types of air emissions were reduced by over 90%.

為減少廢氣排放，本集團一直鼓勵員工實踐綠色駕駛，並提供視頻會議設施，以盡量減少海外商務旅行，而中國內地辦公室的車輛亦正停用。於本年度，各類廢氣排放量減少逾90%。

Waste

The Group works on waste reduction in its operations and encourages waste recycling wherever possible. During manufacturing, it prohibits the use of highly toxic and hazardous substances such as cyanide. Concerning non-hazardous waste, the Group is aware of how the use of plastics pollute the environment and has replaced plastic teaspoons with stainless steel ones in the office pantry. Additionally, the Group has appointed a paper recycling service provider to manage paper waste. A total of 51.44 tonnes of paper was recycled during the Year.

There were 55.3 tonnes of non-hazardous waste and 0.4 tonnes of hazardous waste generated by the Group in the Year. The amount of non-hazardous waste increased by 10.6%. On the other hand, the amount of hazardous waste dramatically decreased by 87.5% as compared with the previous year, due to the use of rechargeable batteries and the fact that no electronic components such as circuit boards and capacitors were replaced and discarded during the Year. Hazardous waste were separated and handed over to municipal waste sorting or registered contractors for further handling.

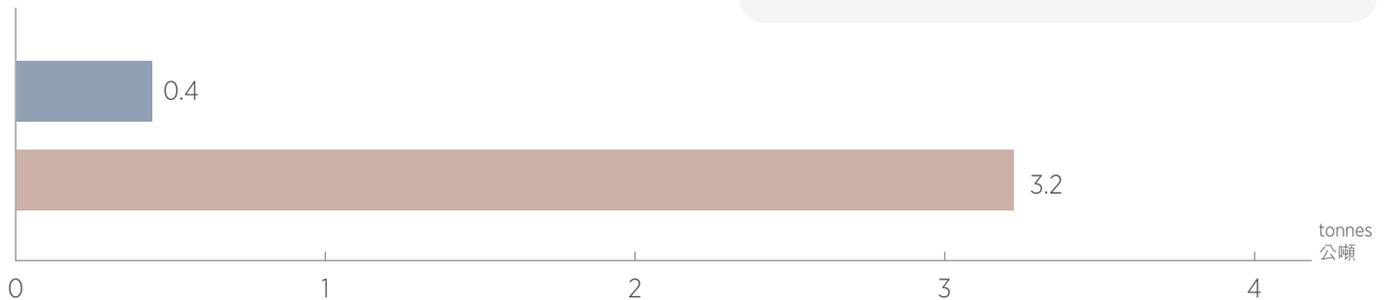
廢棄物

本集團致力減少營運中的廢物，並盡可能鼓勵廢物回收。禁止於製造過程中使用氰化物等劇毒有害物質。在無害廢棄物方面，本集團深知使用塑膠對環境的污染，並已將辦公室餐具室的塑料茶匙換成不銹鋼茶匙。此外，本集團已委任紙張回收服務供應商處理廢紙。於本年度，回收的紙張共有51.44公噸。

於本年度，本集團產生了55.3公噸無害廢棄物及0.4公噸有害廢棄物。無害廢棄物的數量較去年增加10.6%。另一方面，由於充電電池的使用，以及未有電路板、電容器等電子元件在本年度被更換和丟棄，有害廢棄物較去年大幅減少87.5%。有害廢棄物經分類後會進行都市廢物分類或交由已登記之承辦商處理。

● 2020/21 ● 2019/20

Total hazardous waste
有害廢棄物總量



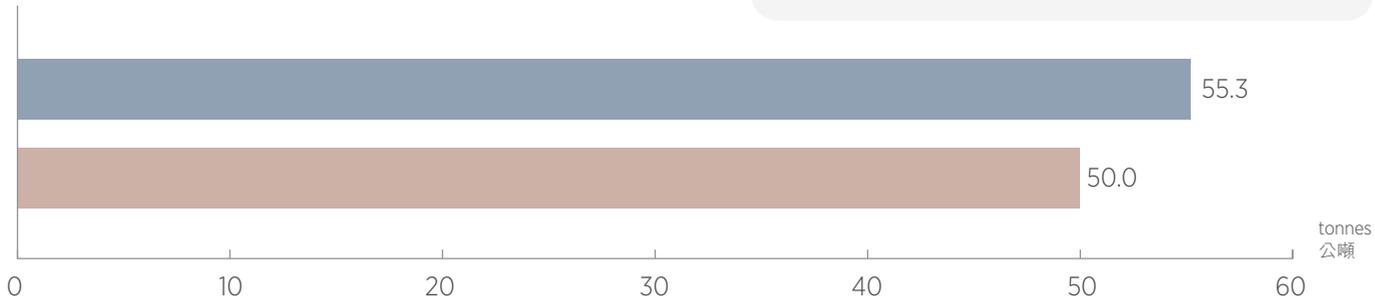
Hazardous waste intensity 有害廢棄物密度

tonnes/HKD million turnover
公噸/每百萬港元營業額

0.0002 2020/21 0.0011 2019/20

● 2020/21 ● 2019/20

Total non-hazardous waste
無害廢棄物總量



Non-hazardous waste intensity

無害廢棄物密度

tonnes/HKD million turnover
公噸/每百萬港元營業額

0.0287 2020/21 **0.0172** 2019/20

In order to properly treat the sewage discharged from the Panyu factory, the Group has established sewage treatment tanks to triple filter the production wastewater before the sludge sedimentation. In addition, professional sludge recyclers have been appointed for sediment recycling.

ENVIRONMENT AND NATURAL RESOURCES

The Group strives to further reduce the environmental impact associated with its activities and operations. Apart from measures relating to emissions and resource use, the Group is working to integrate environmental protection into its procurement process. Examples include the use of Forest Stewardship Council certified paper for interim and annual reports, and encouragement of the purchase of paper produced by responsible plantations.

In addition, the Group is going to establish and implement more comprehensive environmental policies, management systems and key performance indicators (“KPIs”), which is believed to enable the Group to continuously integrated environmental stewardship throughout its operations.

為正確地處理番禺廠房的污水，本集團已建立污水處理缸，並在進行淤泥沉澱前作三重生產污水過濾。此外，本集團亦會指派專業淤泥回收機構，處理淤泥回收工作。

環境及天然資源

本集團致力進一步減少與其活動及營運相關之環境影響。除了排放及資源使用相關措施外，本集團正努力把環境保護納入其採購過程。例如，在中期及年度報告中使用森林管理委員會認證之紙張，以及鼓勵購買由負責任的造林地生產之紙張。

此外，本集團將建立及實施更全面之環境政策、管理體系及關鍵績效指標，相信將使本集團能夠在整個營運過程中持續整合環境管理。

CLIMATE CHANGE

Climate change is among the most pressing global challenges of our time. Against the backdrop of global climate actions, the Group has implemented measures to conserve energy and reduce greenhouse gas emissions. In addition, the Group is conscious that the frequency of extreme weather is increasing, which could impact its business operations. Recognising the possible impact of extreme weather on human security and infrastructure, precautionary measures have been taken by the Group, including work arrangements in the case of adverse weather conditions such as Black Rainstorm Warning and Typhoon Signal No. 8, as well as insurance coverage for fire, flood and typhoon damages to merchandise, furniture, fixtures and fittings.

Going forward, the Group will continue to review the impact of climate change on its operations and implement mitigation controls for significant risks to enhance its resilience and adaptability to climate change.

氣候變化

氣候變化是我們這個時代最迫切之全球挑戰之一。在全球氣候行動之背景下，本集團採取了節約能源及減少溫室氣體排放的措施。此外，本集團意識到極端天氣出現的頻率正在增加，並可能影響其業務營運。辨識到極端天氣可能會對人類安全及基礎設施產生的影響後，本集團已採取預防措施，包括在黑色暴雨警告及八號颱風信號等惡劣天氣情況下之工作安排，以及購置包含火災、洪水及颱風對商品、家具、固定裝置及配件損壞的保險。

展望未來，本集團將繼續審視氣候變化對其營運之影響，以及針對重大風險實施緩解及控制措施，以增強對氣候變化的應變能力及適應能力。

OUR COMMUNITY

我們的社區



Continued support for the work of local NGOs and social enterprises

繼續支持本地非政府機構及社會企業之工作



12 consecutive years with the Caring Company logo

連續12年獲得商界展關懷標誌



5 astronomy online sharing sessions sponsored by TSLF

5場由謝瑞麟基金贊助的天文在線分享會

The Group is committed to fulfilling its corporate social responsibility and encouraging its employees to give back to society. With years of experience in engaging in community activities, the Group address the community needs and foster a better society by supporting non-governmental organisations and TSLF. For the twelfth consecutive year, the Group's wholly-owned subsidiary, TSL Jewellery (H.K.) Co. Limited, was awarded the Caring Company logo.

During the Year, the Group supported Caritas Computer Workshop's Computer Refurbish Project by donating 28 desktops. After completely overhauled, these computers could be sold at affordable prices to benefit those in need, especially students. In addition, the Group ordered mooncakes from Caritas La Vie Bakery to support the organisation's efforts in providing on-the-job training and employment opportunities for people with disabilities to enhance their independent living skills.

本集團致力履行企業社會責任，鼓勵員工回饋社會。憑藉多年參與社區活動的經驗，本集團透過支持非政府組織及謝瑞麟基金以滿足社區需求並促進更美好之社會，而全資擁有的子公司謝瑞麟珠寶(香港)有限公司已連續第十二年獲頒「商界展關懷」標誌。

於本年度，本集團已捐贈28台桌上電腦，支持明愛電腦工場的電腦再生計劃。經過徹底檢修後，這些電腦能以負擔得起之價格出售，造福有需要的人，尤其是學生。此外，本集團向明愛天糧訂購月餅，以支持該機構為殘疾人士提供在職培訓及就業機會，以提高他們獨立生活之技能。

TSLF is a shining example of the Group's support to the local community. It is a trust with the primary goal of supporting the sustainable development of the jewellery industry in Hong Kong. While the artisan heritage of the Group has been nourished by TSLF and the jewellery knowledge has been imparted for the betterment of the industry, TSLF has expanded its scope to support and promote the development of creative industries over the years. For the activities supported by TSLF during the Year, please refer to the section headed "The TSL | 謝瑞麟 Foundation" in the Company's 2020/2021 Annual Report.

Cash, in-kind donations, sponsorships and volunteerism will continue to be at the core of the Group's community investment strategy. Looking ahead, the Group will consider developing better community engagement strategies and policies, and identifying more other institutions and projects that are favoured, so as to further increase social participation and give rise to a positive impact on communities.

謝瑞麟基金是本集團支持本地社區之佼佼者。該信託基金的主要目標是支持香港珠寶業之永續發展。謝瑞麟基金於多年來一直保育本集團的傳統工藝，傳承珠寶知識及促進行業發展，同時擴大了服務範圍，不斷支持及促進創意產業之發展。報告期內的相關活動可參考本公司的2020/2021年報中「TSL | 謝瑞麟基金」的章節。

現金、實物捐贈、贊助及志願服務將繼續成為本集團社區投資策略之核心。展望未來，本集團將考慮制訂更完善的社區參與策略及政策，以及識別更多受惠機構及項目，進一步提高社會參與度，並對社區產生積極影響。

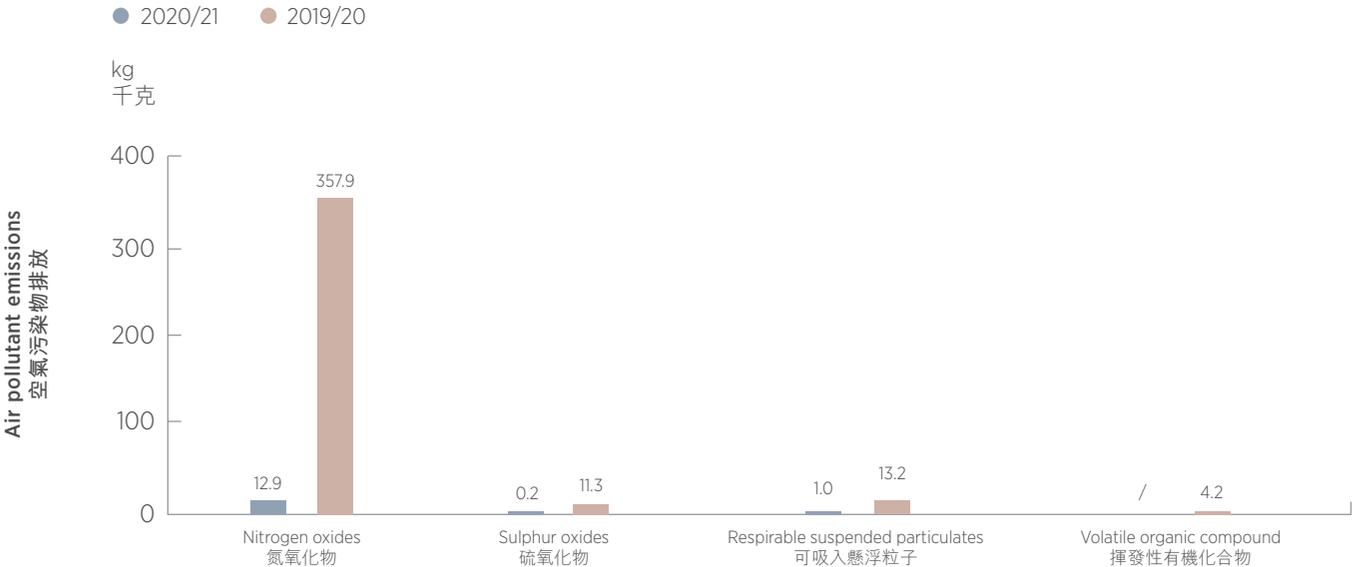


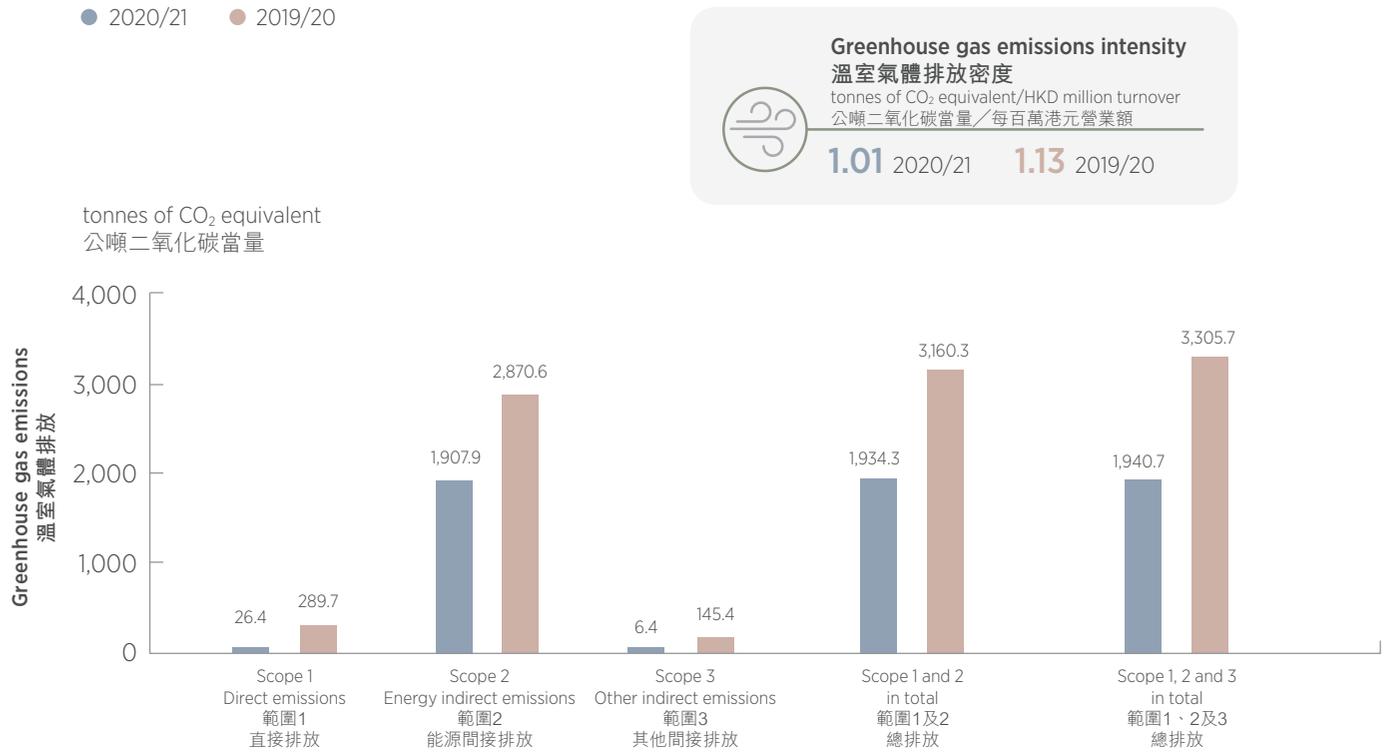
KEY PERFORMANCE INDICATOR OVERVIEW

關鍵績效指標總覽

ENVIRONMENTAL PERFORMANCE

環境表現

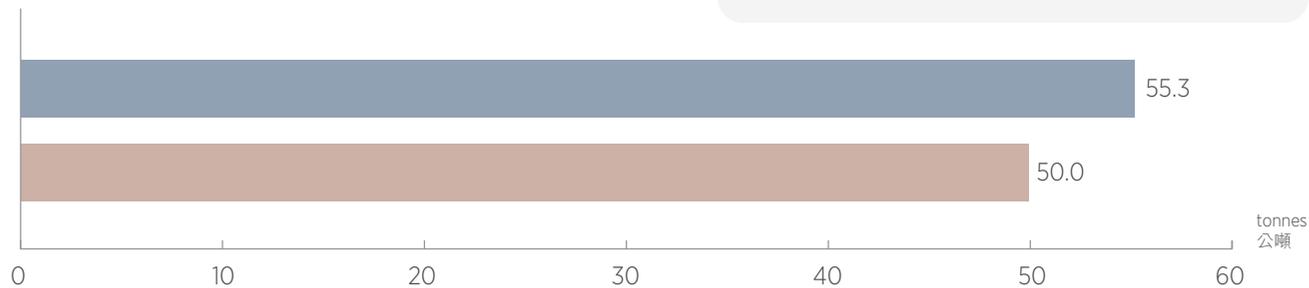




KEY PERFORMANCE INDICATOR OVERVIEW (CONTINUED) · 關鍵績效指標總覽 (續)

● 2020/21 ● 2019/20

Total non-hazardous waste
無害廢棄物總量



Non-hazardous waste intensity

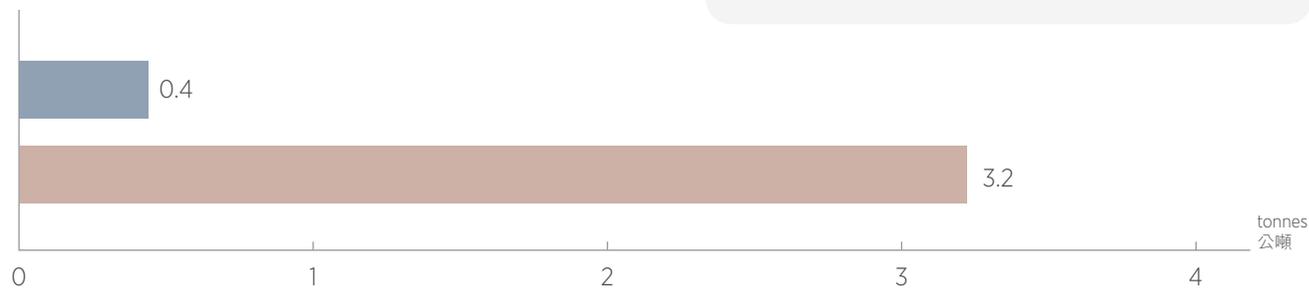
無害廢棄物密度

tonnes/HKD million turnover
公噸/每百萬港元營業額

0.0287 2020/21 **0.0172** 2019/20

● 2020/21 ● 2019/20

Total hazardous waste
有害廢棄物總量



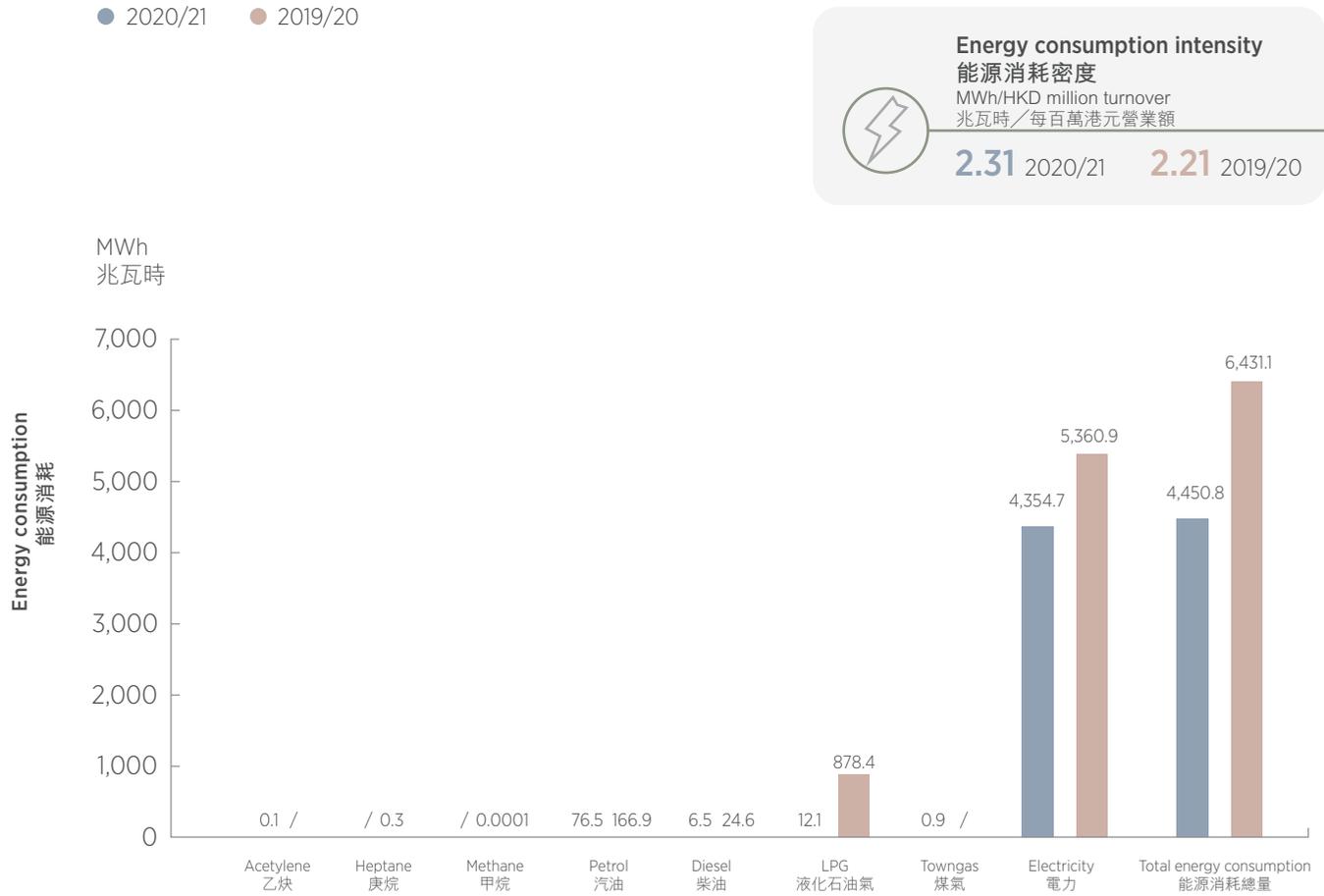
Hazardous waste intensity

有害廢棄物密度

tonnes/HKD million turnover
公噸/每百萬港元營業額

0.0002 2020/21 **0.0011** 2019/20

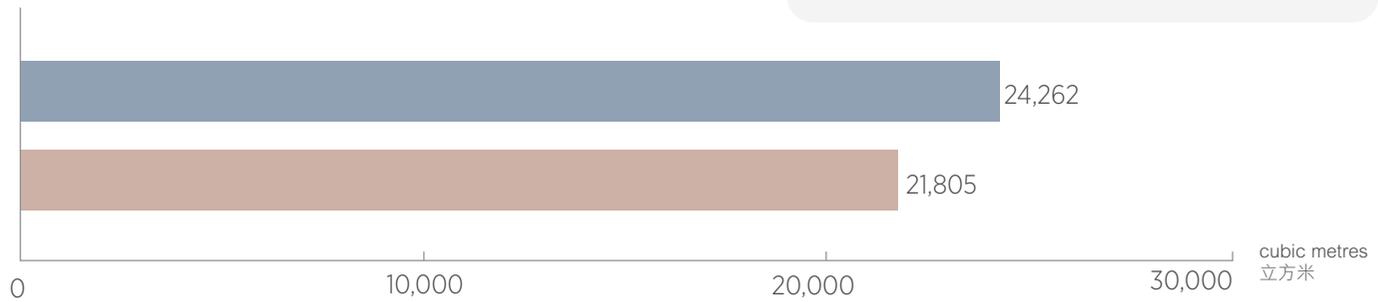
KEY PERFORMANCE INDICATOR OVERVIEW (CONTINUED) · 關鍵績效指標總覽 (續)



KEY PERFORMANCE INDICATOR OVERVIEW (CONTINUED) · 關鍵績效指標總覽 (續)

● 2020/21 ● 2019/20

Total water consumption
總耗水量



Water consumption intensity

耗水密度

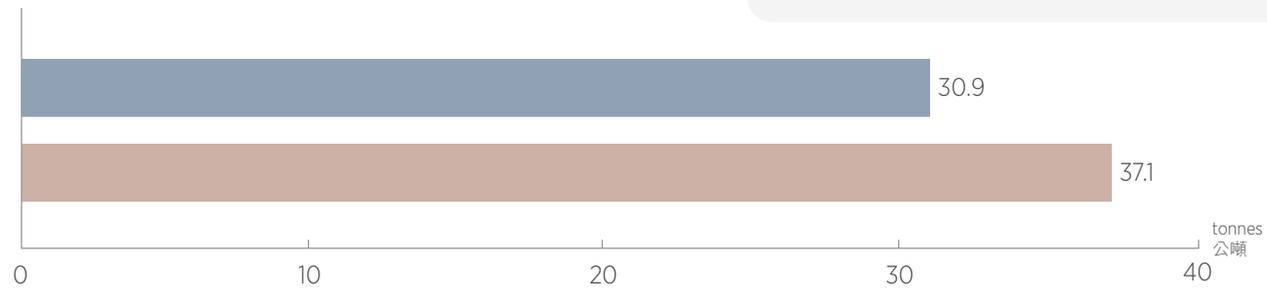
cubic metres/HKD million turnover
立方米/每百萬元營業額



12.57 2020/21 **7.48** 2019/20

● 2020/21 ● 2019/20

Total packaging material consumption
所用包裝材料總量



Packaging material consumption intensity

包裝材料消耗密度

tonnes/HKD million turnover
公噸/每百萬元營業額

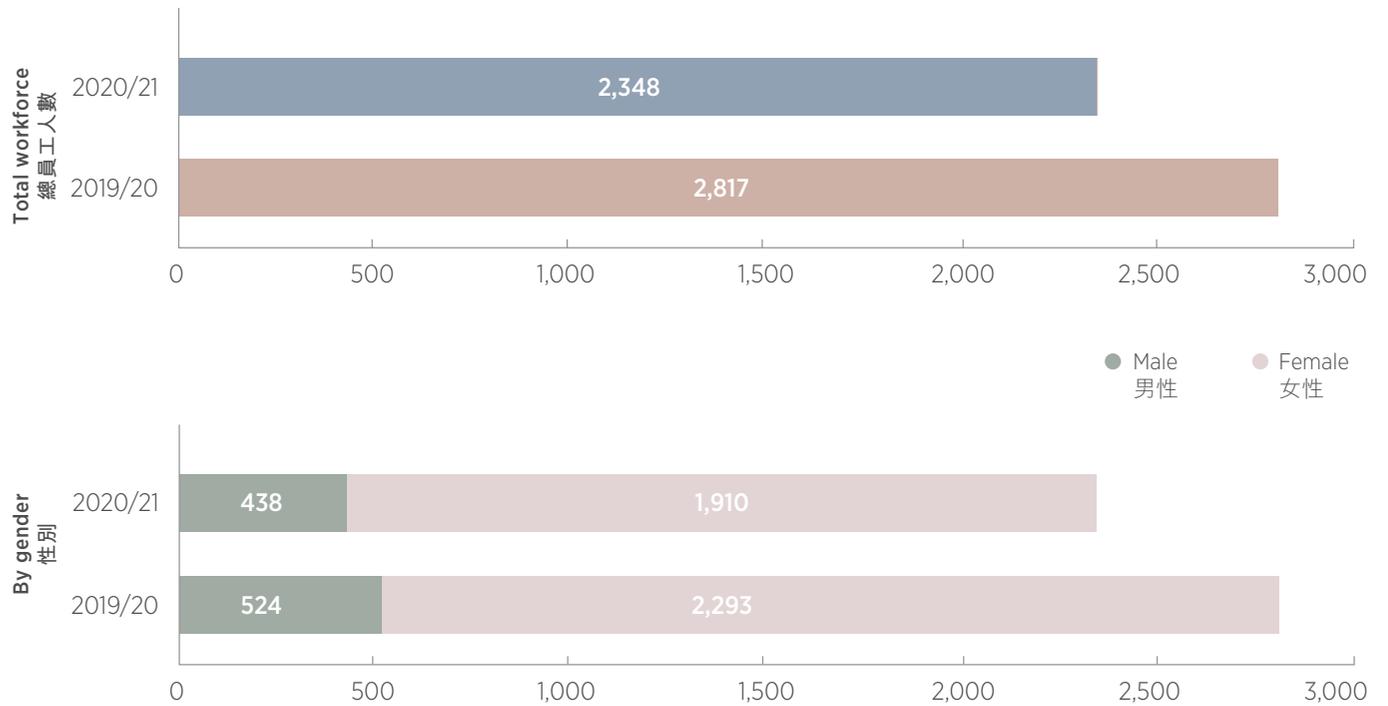


0.016 2020/21 **0.0127** 2019/20

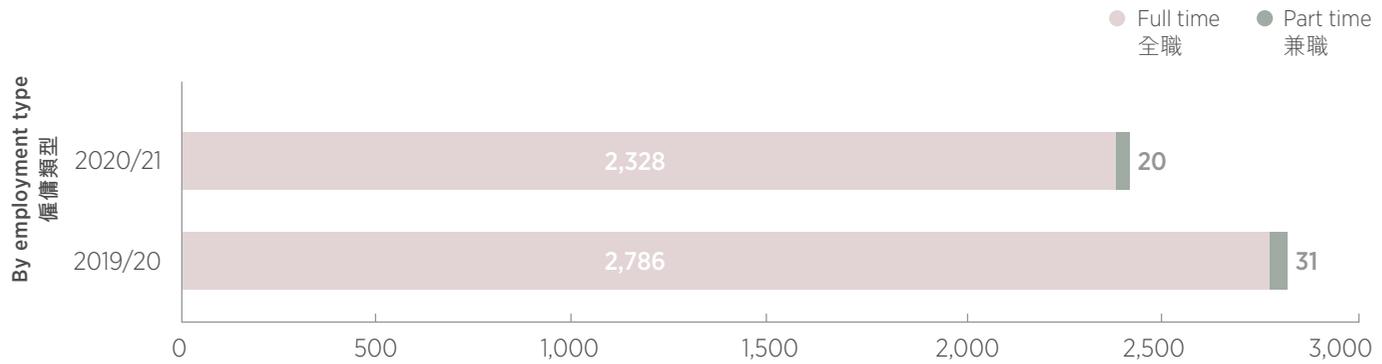
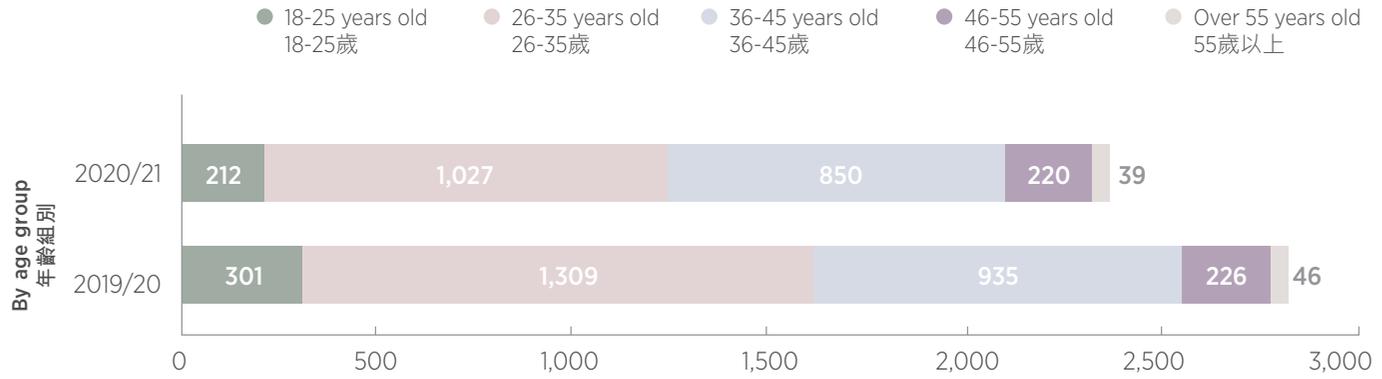
SOCIAL PERFORMANCE

社會表現

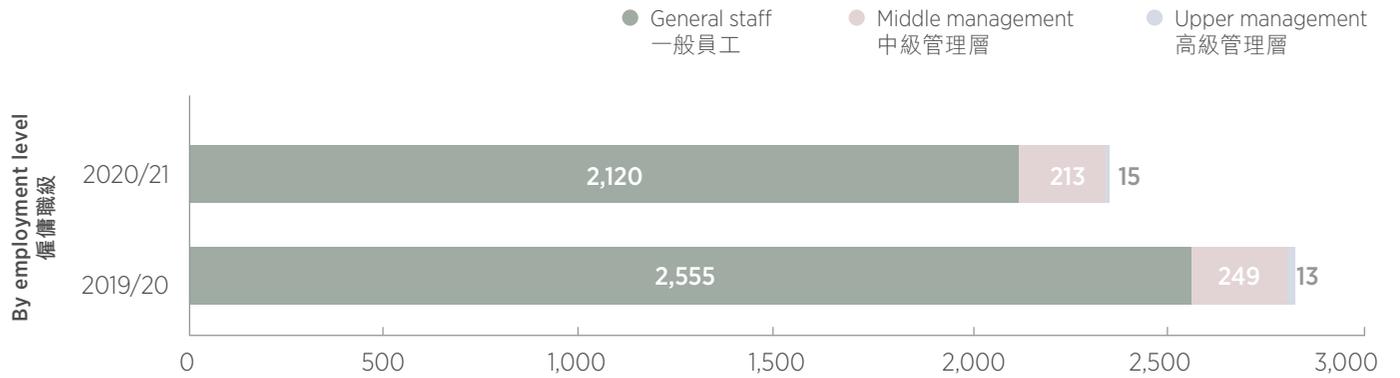
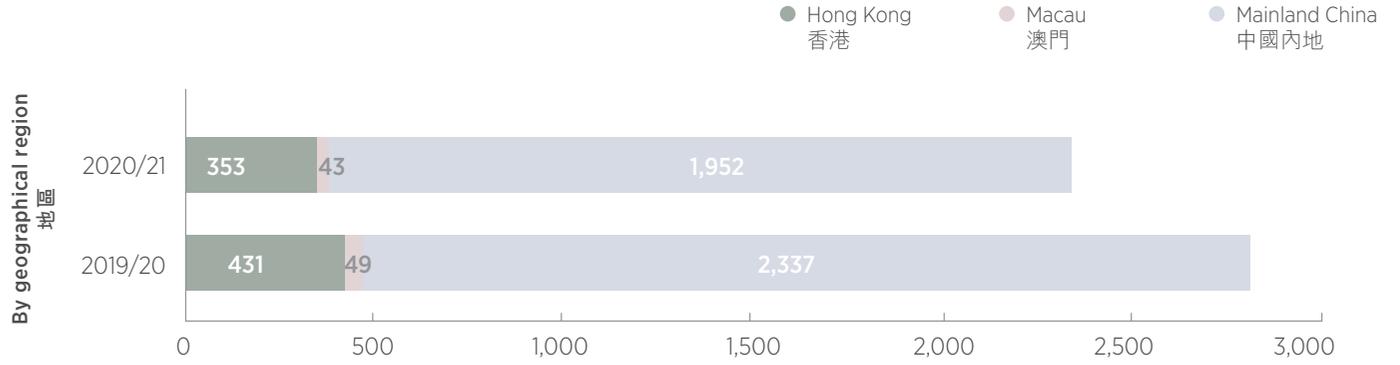
Number of employees 員工人數



KEY PERFORMANCE INDICATOR OVERVIEW (CONTINUED) · 關鍵績效指標總覽 (續)



KEY PERFORMANCE INDICATOR OVERVIEW (CONTINUED) · 關鍵績效指標總覽 (續)

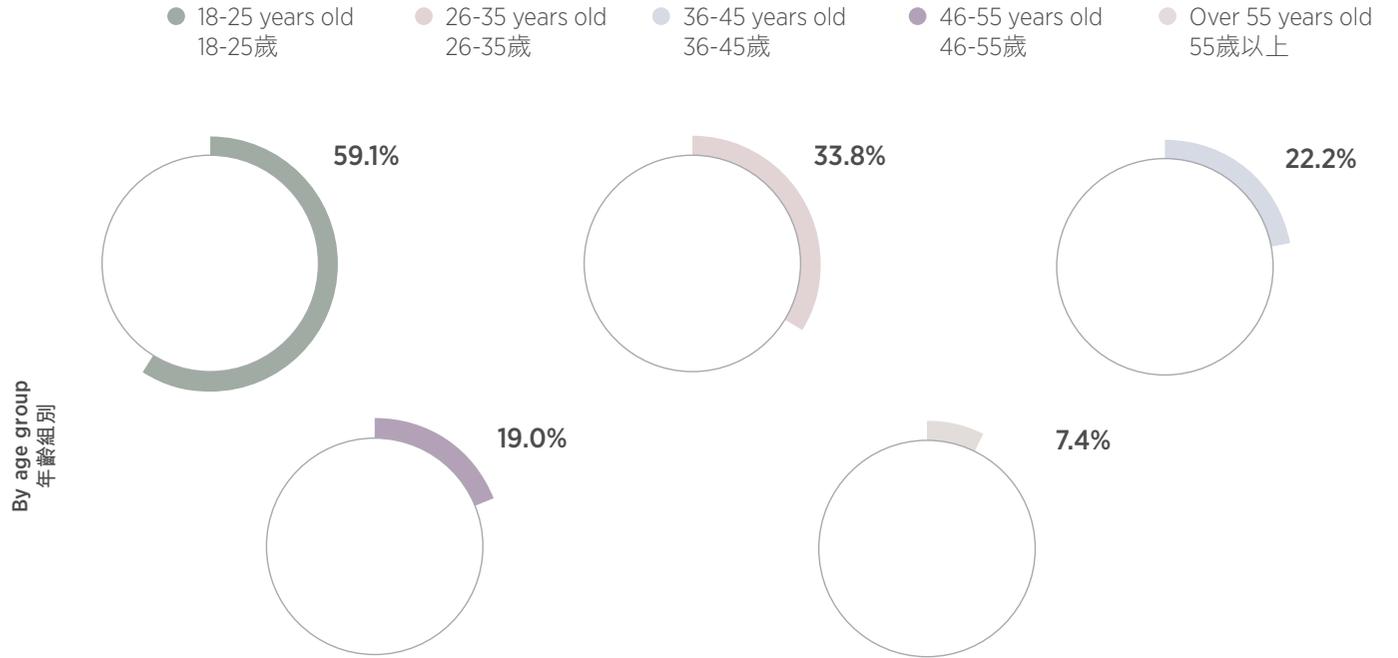


KEY PERFORMANCE INDICATOR OVERVIEW (CONTINUED) · 關鍵績效指標總覽 (續)

Employee turnover rate
員工流失比率



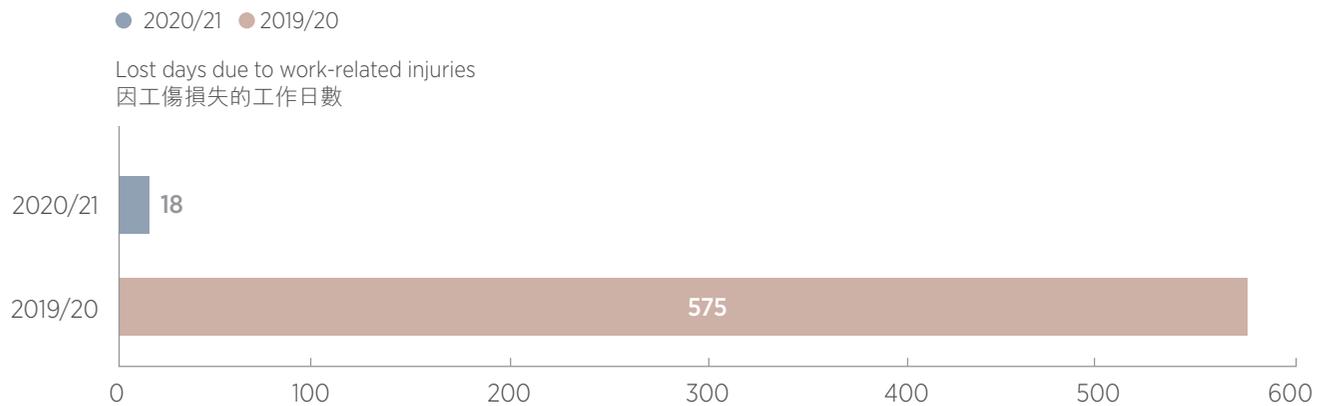
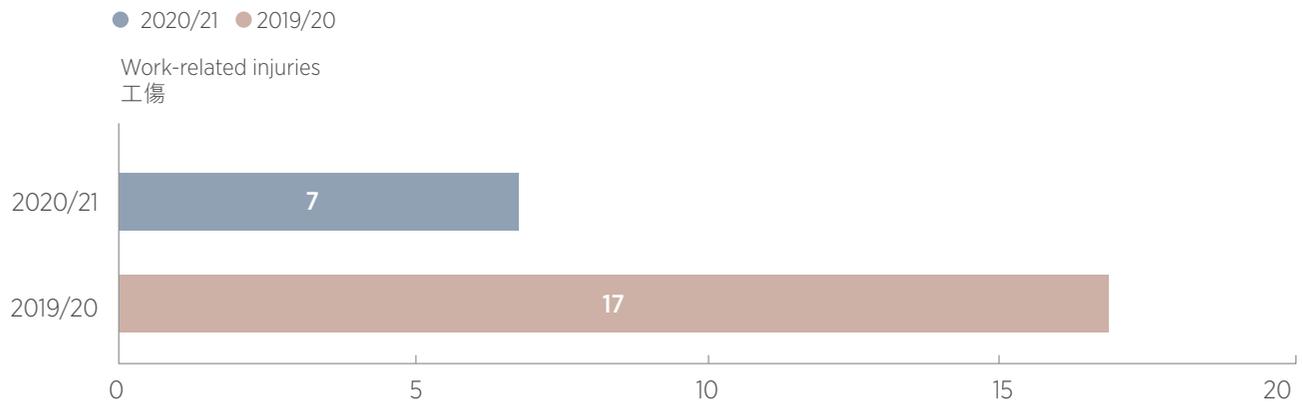
KEY PERFORMANCE INDICATOR OVERVIEW (CONTINUED) · 關鍵績效指標總覽 (續)



2020/21

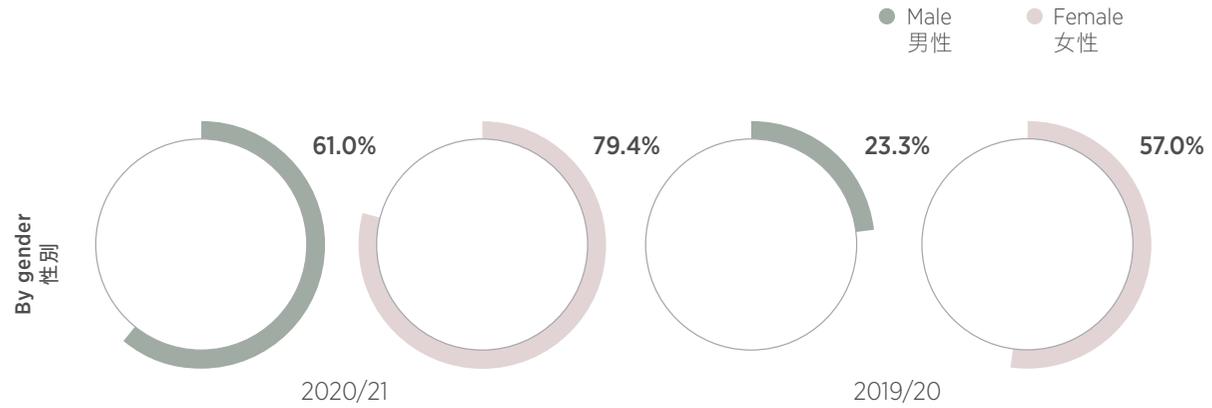
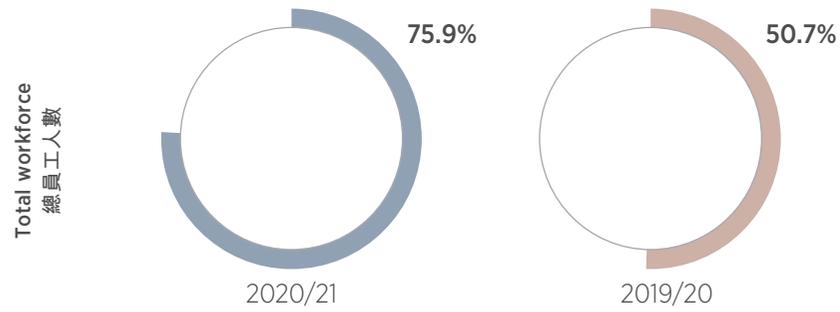
KEY PERFORMANCE INDICATOR OVERVIEW (CONTINUED) · 關鍵績效指標總覽 (續)

Health and safety⁸
健康與安全⁸

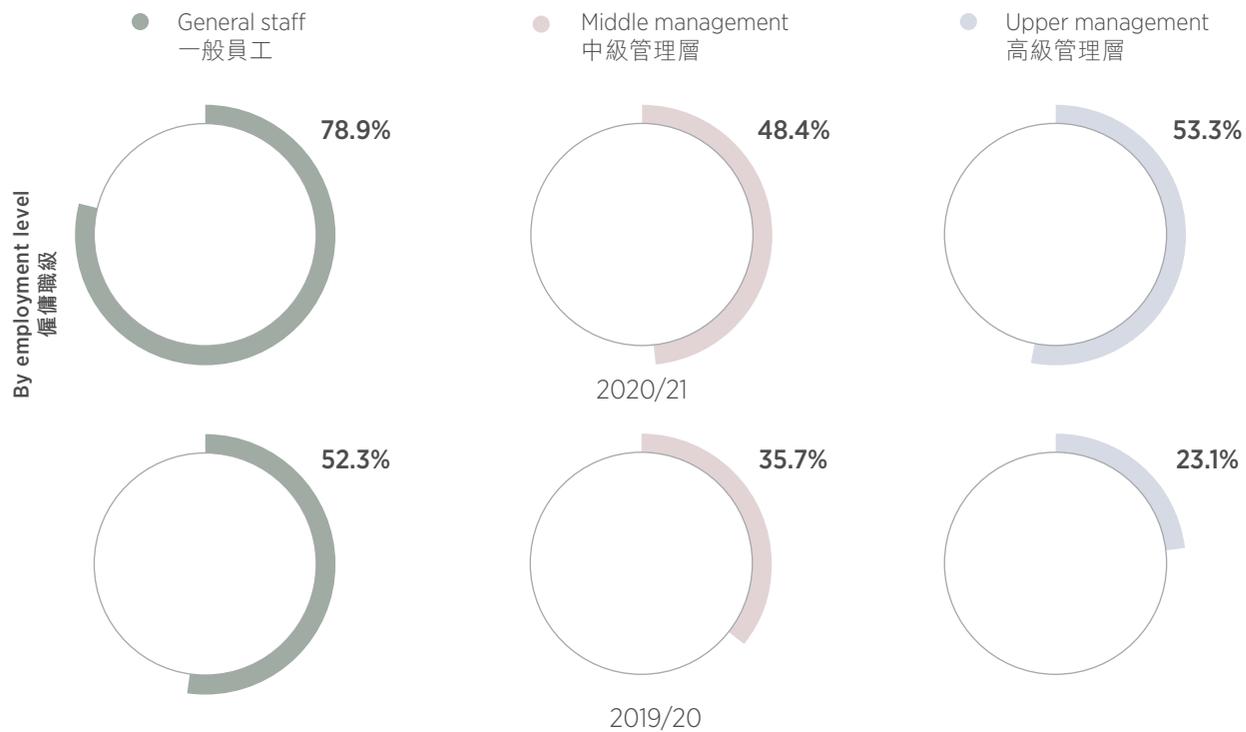


⁸ There were no work-related fatalities occurred in the past three years including the reporting year. ⁸ 過去三年(包括匯報年度)未發生因工死亡事故。

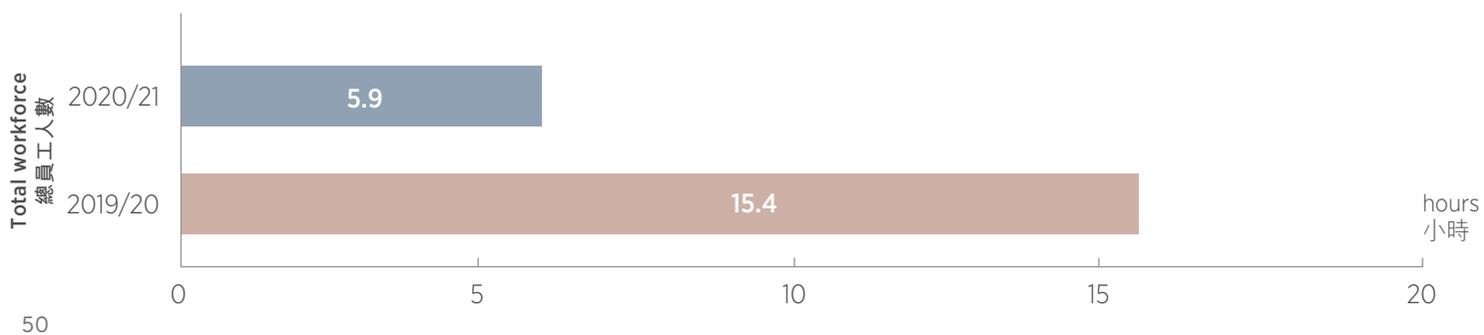
Percentage of employees trained
受訓員工百分比



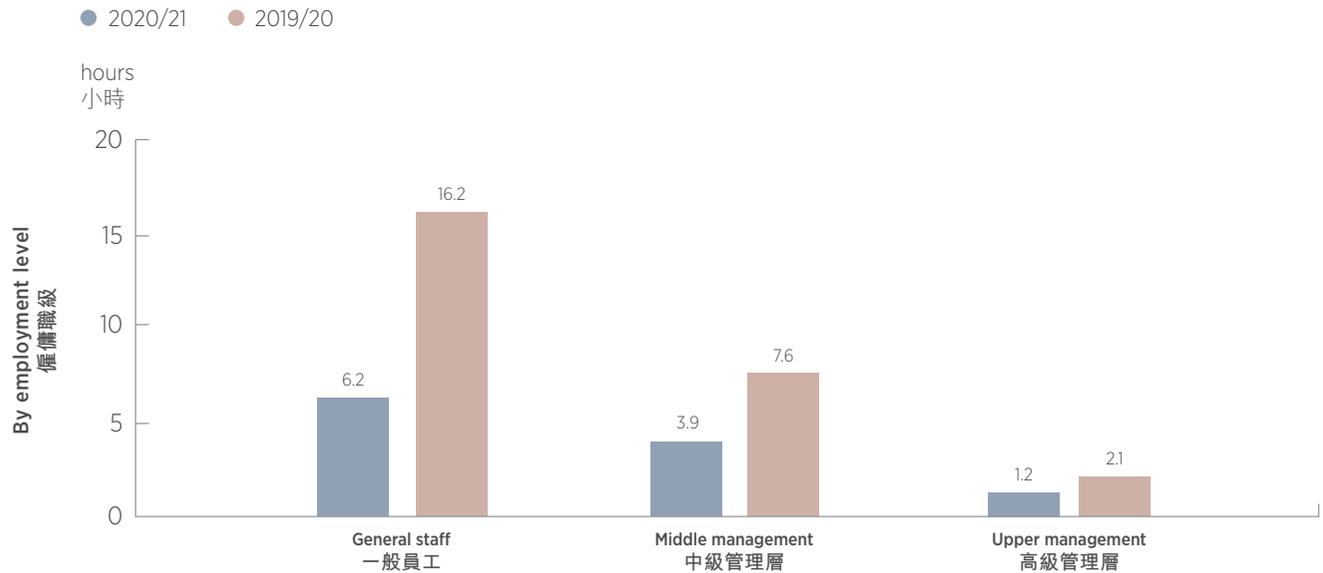
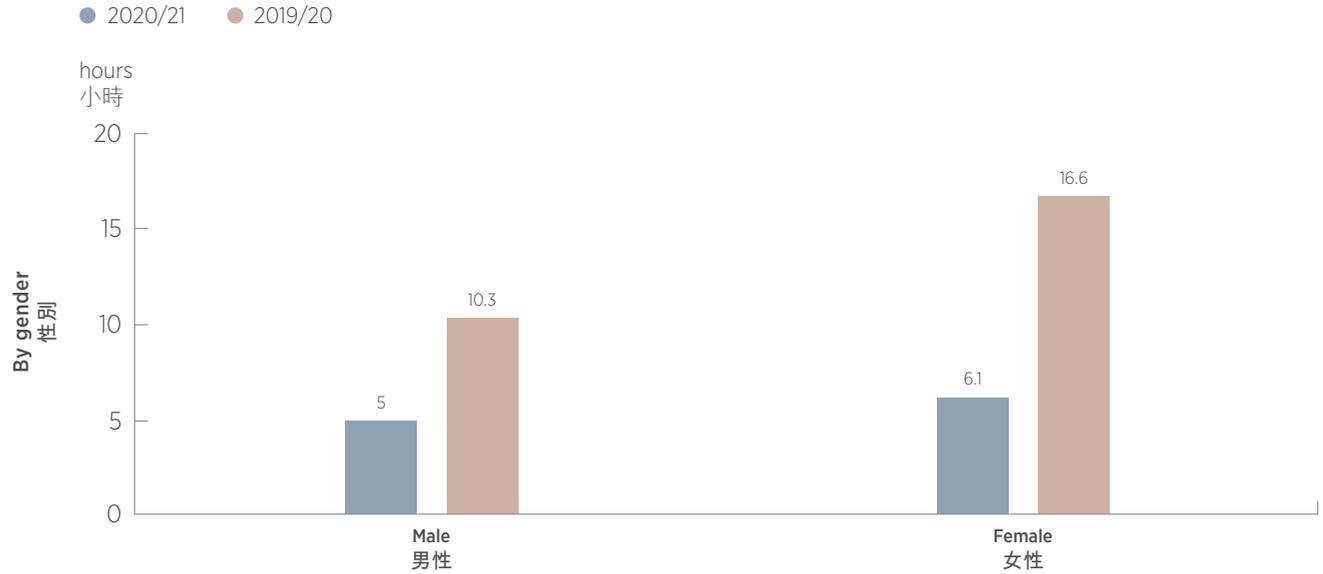
KEY PERFORMANCE INDICATOR OVERVIEW (CONTINUED) · 關鍵績效指標總覽 (續)



Average training hours 平均受訓時數



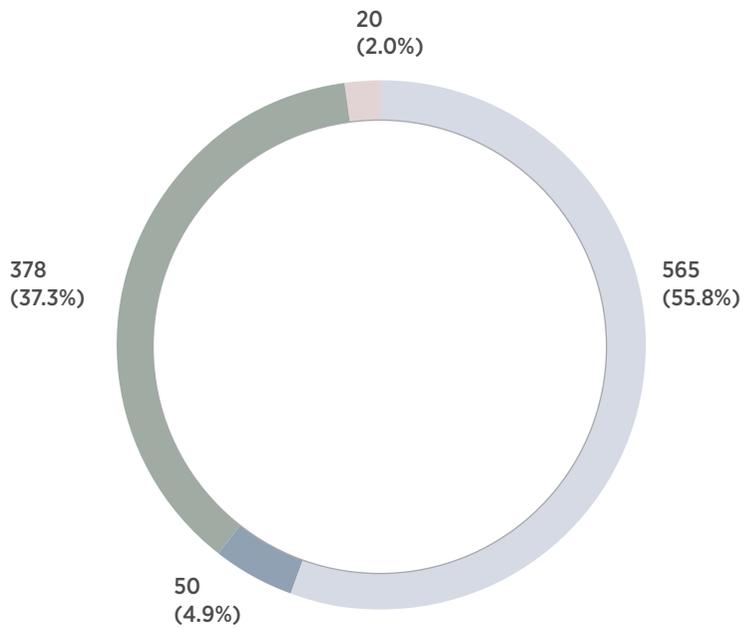
KEY PERFORMANCE INDICATOR OVERVIEW (CONTINUED) · 關鍵績效指標總覽 (續)



Number of suppliers by geographical region

按地區劃分的供應商數目

- Hong Kong 香港
- Macau 澳門
- Mainland China 中國內地
- Other regions 其他地區



Total 總數 : 1,013

ESG REPORTING GUIDE CONTENT INDEX

環境、社會及管治報告指引內容索引

Subject Areas, Aspects, General Disclosures and KPIs 主要範疇、層面、一般披露及關鍵績效指標		Page/Remark 頁碼／備註
A. Environmental 環境		
Aspect 層面 A1: Emissions 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。	30, 32-34
KPI A1.1 關鍵績效指標 A1.1	The types of emissions and respective emissions data. 排放物種類及相關排放數據。	30-32, 38
KPI A1.2 關鍵績效指標 A1.2	Direct (Scope 1) and energy indirect (Scope 2) greenhouse gas emissions and intensity. 直接(範圍1)及能源間接(範圍2)溫室氣體排放量及密度。	30-31, 39
KPI A1.3 關鍵績效指標 A1.3	Total hazardous waste produced and intensity. 所產生有害廢棄物總量及密度。	33, 40
KPI A1.4 關鍵績效指標 A1.4	Total non-hazardous waste produced and intensity. 所產生無害廢棄物總量及密度。	33-34, 40
KPI A1.5 關鍵績效指標 A1.5	Description of emission target(s) set and steps taken to achieve them. 描述所訂立的排放量目標及為達到這些目標所採取的步驟。	27, 30, 32
KPI A1.6 關鍵績效指標 A1.6	Description of how hazardous and non-hazardous wastes are handled, and a description of reduction target(s) set and steps taken to achieve them. 描述處理有害及無害廢棄物的方法，及描述所訂立的減廢目標及為達到這些目標所採取的步驟。	33-34

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Aspect 層面 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。	26-29
KPI A2.1 關鍵績效指標 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。	28, 41
KPI A2.2 關鍵績效指標 A2.2	Water consumption in total and intensity. 總耗水量及密度。	28-29, 42
KPI A2.3 關鍵績效指標 A2.3	Description of energy use efficiency target(s) set and steps taken to achieve them. 描述所訂立的能源使用效益目標及為達到這些目標所採取的步驟。	26-27
KPI A2.4 關鍵績效指標 A2.4	Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency target(s) set and steps taken to achieve them. 描述求取適用水源上可有任何問題，以及所訂立的用水效益目標及為達到這些目標所採取的步驟。	27-28
KPI A2.5 關鍵績效指標 A2.5	Total packaging material used for finished products and per unit produced. 製成品所用包裝材料的總量及每生產單位佔量。	29, 42
Aspect 層面 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 impacts 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。	34
KPI A3.1 關鍵績效指標 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。	34

Subject Areas, Aspects, General Disclosures and KPIs		Page/Remark
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Aspect 層面 A4: Climate Change 氣候變化		
General Disclosure	Policies on identification and mitigation of significant climate-related issues which have impacted, and those which may impact, the issuer.	35
一般披露	識別及應對已經及可能會對發行人產生影響的重大氣候相關事宜的政策。	
KPI A4.1	Description of the significant climate-related issues which have impacted, and those which may impact, the issuer, and the actions taken to manage them.	35
關鍵績效指標 A4.1	描述已經及可能會對發行人產生影響的重大氣候相關事宜，及應對行動。	
B. Social 社會		
Employment and Labour Practices 僱傭及勞工常規		
Aspect 層面 B1: Employment 僱傭		
General Disclosure	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.	20-23
一般披露	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。	
KPI B1.1	Total workforce by gender, employment type, age group and geographical region.	43-45
關鍵績效指標 B1.1	按性別、僱傭類型、年齡組別及地區劃分的僱員總數。	
KPI B1.2	Employee turnover rate by gender, age group and geographical region.	46-47
關鍵績效指標 B1.2	按性別、年齡組別及地區劃分的僱員流失比率。	

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Aspect 層面 B2: Health and Safety 健康與安全		
General Disclosure	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.	23
一般披露	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。	
KPI B2.1	Number and rate of work-related fatalities occurred in each of the past three years including the reporting year.	48
關鍵績效指標 B2.1	過去三年（包括匯報年度）每年因工亡故的人數及比率。	
KPI B2.2	Lost days due to work injury.	48
關鍵績效指標 B2.2	因工傷損失工作日數。	
KPI B2.3	Description of occupational health and safety measures adopted, and how they are implemented and monitored.	23-24
關鍵績效指標 B2.3	描述所採納的職業健康與安全措施，以及相關執行及監察方法。	
Aspect 層面 B3: Development and Training 發展及培訓		
General Disclosure	Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities.	17, 24-25
一般披露	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。	
KPI B3.1	The percentage of employees trained by gender and employee category.	25, 49-50
關鍵績效指標 B3.1	按性別及僱員類別劃分的受訓僱員百分比。	
KPI B3.2	The average training hours completed per employee by gender and employee category.	50-51
關鍵績效指標 B3.2	按性別及僱員類別劃分，每名僱員完成受訓的平均時數。	

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Aspect 層面 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。	20-21
KPI B4.1 關鍵績效指標 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。	21, 23
KPI B4.2 關鍵績效指標 B4.2	Description of steps taken to eliminate such practices when discovered. 描述在發現違規情況時消除有關情況所採取的步驟。	During the Year, the Group had no practice of using child labour or forced labour. 本集團於本年度內並沒有使用任何童工或強制勞工。

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Operating Practices 營運慣例		
Aspect 層面 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。	15
KPI B5.1 關鍵績效指標 B5.1	Number of suppliers by geographical region. 按地區劃分的供應商數目。	52
KPI B5.2 關鍵績效指標 B5.2	Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, and how they are implemented and monitored. 描述有關聘用供應商的慣例，向其執行有關慣例的供應商數目，以及相關執行及監察方法。	15
KPI B5.3 關鍵績效指標 B5.3	Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored. 描述有關識別供應鏈每個環節的環境及社會風險的慣例，以及相關執行及監察方法。	15
KPI B5.4 關鍵績效指標 B5.4	Description of practices used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored. 描述在揀選供應商時促使多用環保產品及服務的慣例，以及相關執行及監察方法。	15

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Aspect 層面 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：	13, 16-19
KPI B6.1	(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。 Percentage of total products sold or shipped subject to recalls for safety and health reasons.	During the Year, no products were recalled due to health and safety reasons.
關鍵績效指標 B6.1	已售或已運送產品總數中因安全與健康理由而須回收的百分比。	於本年度內並無產品因健康及安全原因需要進行回收。
KPI B6.2	Number of products and service related complaints received and how they are dealt with.	17
關鍵績效指標 B6.2	接獲關於產品及服務的投訴數目以及應對方法。	
KPI B6.3	Description of practices relating to observing and protecting intellectual property rights.	13
關鍵績效指標 B6.3	描述與維護及保障知識產權有關的慣例。	
KPI B6.4	Description of quality assurance process and recall procedures.	13-14
關鍵績效指標 B6.4	描述質量檢定過程及產品回收程序。	
KPI B6.5	Description of consumer data protection and privacy policies, and how they are implemented and monitored.	17
關鍵績效指標 B6.5	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。	

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Aspect 層面 B7: Anti-corruption 反貪污		
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer	11-12
一般披露	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。	
KPI 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.	12
關鍵績效指標 B7.1	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。	
KPI B7.2	Description of preventive measures and whistle-blowing procedures, and how they are implemented and monitored.	11-12
關鍵績效指標 B7.2	描述防範措施及舉報程序，以及相關執行及監察方法。	
KPI B7.3	Description of anti-corruption training provided to directors and staff.	12
關鍵績效指標 B7.3	描述向董事及員工提供的反貪污培訓。	
Community 社區		
Aspect 層面 B8: Community Investment 社區投資		
General Disclosure	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.	36-37
一般披露	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。	
KPI B8.1	Focus areas of contribution.	36-37
關鍵績效指標 B8.1	專注貢獻範疇。	
KPI B8.2	Resources contributed to the focus area.	36-37
關鍵績效指標 B8.2	在專注範疇所動用資源。	

