



周大福

CHOW TAI FOOK

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# About this Report

## 關於本報告

### Reporting Period and Standards

To share with our stakeholders the sustainability values and initiatives which we have dedicated to in this financial year from 1 April 2016 to 31 March 2017, we are delighted to present our second standalone report on environmental, social and governance ("ESG") initiatives of Chow Tai Fook Jewellery Group Limited ("Chow Tai Fook" or the "Company", collectively called the "Group" with its subsidiaries). This report is prepared in accordance with the ESG Reporting Guide as set out in Appendix 27 of the Listing Rules of the Stock Exchange of Hong Kong Limited ("HKEx"). This report has been endorsed by the Board of Directors (the "Board") on 8 June 2017.

### Scope of the Report

This report will only be disseminated via electronic means, and is available on our corporate website (<http://corporate.chowtaifook.com/en/cg/sdreports.php>) and the website of the HKEx. The information disclosed in this report covers the sustainability values, sustainability policies and performance of all factories, offices, and POS of the Group in Mainland China, Hong Kong and Macau. This report shall be read in conjunction with the 2017 Annual Report of Chow Tai Fook, in particular the Corporate Governance section therein.

We welcome your comments on this report and the Group's sustainability development. Please share with us your feedback and suggestions via email at [ir@chowtaifook.com](mailto:ir@chowtaifook.com).

### 報告期及報告準則

為與持份者分享可持續發展的價值及我們在2016年4月1日至2017年3月31日的財政年度中為此而制定的措施，我們欣然呈報我們第二份周大福珠寶集團有限公司（「周大福」或「本公司」，連同其附屬公司統稱「本集團」）的環境、社會及管治措施獨立報告。本報告乃根據香港聯合交易所有限公司（「香港聯交所」）上市規則附錄27《環境、社會及管治報告指引》編製而成。本報告已於2017年6月8日獲董事會採納。

### 報告範圍

本報告僅以電子方式發放，並可於公司網站（<http://corporate.chowtaifook.com/tc/cg/sdreports.php>）及香港聯交所網站查閱。本報告披露的資料涵蓋本集團於中國內地、香港及澳門的全部廠房、辦公室及零售點的持續發展理念、可持續發展政策和表現。本報告應與周大福2017年年報（尤其是當中的「企業管治」章節）一併閱讀。

我們歡迎閣下就本報告與本集團的可持續發展方面提出意見。請以電郵分享閣下的意見及建議，電郵地址 [ir@chowtaifook.com](mailto:ir@chowtaifook.com)。



Hang Seng Corporate Sustainability Index Series

Hang Seng Corporate Sustainability Benchmark Index



恒生可持續發展  
企業指數系列

恒生可持續發展企業指數系列



GS1 Hong Kong — Consumer  
Caring Company 2016  
香港貨品編碼協會 —  
貼心企業 2016



Hong Kong Productivity Council — The 7<sup>th</sup>  
Hong Kong Outstanding Corporate Citizenship  
Award — Merit Award (Enterprise Category)  
香港生產力促進局 — 第七屆香港傑出  
企業公民獎優異獎（企業組別）



The Hong Kong Council of  
Social Service — Caring Company  
香港社會服務聯會 — 商界展關懷



12<sup>th</sup> Corporate Governance Asia Recognition Awards 2016 —  
The Best of Asia — Asia's Outstanding Company on  
Corporate Governance  
第十二屆亞洲企業管治年度嘉許大獎 2016 —  
亞洲傑出企業 — 最佳亞洲企業管治



World Green Organisation and United Nations  
Sustainable Development Goals — Green Office  
Label and Better World Company Label 2016  
世界綠色組織及聯合國可持續目標 —  
2016年度綠色辦公室及環球愛心企業標誌





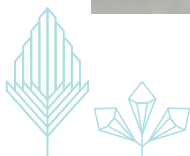
# Chairman's Message

## 主席的話



"Sustainability at Chow Tai Fook is characterised by our corporate core value of "Sincerity • Eternity", which guides us to operate with integrity and act as a responsible corporate citizen."

「周大福的可持續發展環繞着我們「真誠・永恒」的企業核心價值，指引我們以誠信經營及成為負責任的企業公民。」



Financial Year 2017 marks Chow Tai Fook's 88<sup>th</sup> year of legacy as a leading jewellery brand in Greater China. Over the past decades, we have been striving for excellence in driving sustainable development. We wish to demonstrate our unwavering commitment to our customers and to our communities.

## Our Vision for Sustainability

Sustainability at Chow Tai Fook is characterised by our corporate core value of "Sincerity • Eternity", which guides us to operate with integrity and act as a responsible corporate citizen. We keep several issues that are important to our key stakeholders equally close at heart. These include our efforts in protecting the rights of our customers, our dedication to our employees' professional development and care for their personal well-being, our concern with the vulnerable nature of the environment and our dedicated efforts in streamlining our manufacturing processes to limit waste of energy or resources, and our participation in various social services and charitable events.

To us, sustainability is about striking a balance between the environment, the people and long-term financial viability of Chow Tai Fook. We seek to integrate these bottom lines in a transparent and accountable manner.

## Integration of Corporate Citizenship into our Business Model

Our Group has grown into a large-scale comprehensive vertically integrated business, which is unparalleled in the industry. This gives us effective and tight control over our entire business operation in the upstream, midstream and downstream, from raw material procurement, design, production, to marketing and sales through our extensive points of sale and e-tail network.

As a demonstration of our corporate citizenship, we have capitalised on our vertically integrated business model, and introduced "CHOW TAI FOOK T MARK" diamond brand which celebrates the traceability of each diamond and stores the accurate account of the diamond's entire life journey. This gives additional assurance to our customers that every diamond is natural and responsibly sourced.

We also undertake elevated corporate governance practices by establishing interactive engagement with stakeholders, ultimately to facilitate ourselves in understanding the market expectations and incorporate the spirit of corporate citizenship in strategy formulation and practical business process.

2017年財政年度是周大福成為大中華區珠寶領先品牌的第88年。在過去數十年，我們一直在推動可持續發展業務上力臻完善，藉此展示我們為顧客和社區服務的不渝決心。

## 可持續發展願景

周大福的可持續發展環繞着我們「真誠・永恒」的企業核心價值，指引我們以誠信經營及成為負責任的企業公民。我們與主要的持份者同樣心繫數個重要事項，包括致力保障顧客的權益、盡心照顧員工的專業發展、關懷員工個人福祉、理解環境危機近在眉睫、全力精簡生產過程以嚴控資源或能源損耗，並參與各項社會服務及公益活動。

就我們而言，可持續發展是在環境、人文和周大福長遠財務狀況之間取得平衡。我們一直力圖以透明、問責的方式融匯這些原則。

## 將企業公民概念融入我們的業務模式

本集團現已發展成大型全方位垂直整合業務，行內無出其右，令我們可有效、嚴密控制上中下游所有的業務運作，包括原材料採購、設計、生產、以及在龐大的零售點與電子零售網絡進行之市場推廣與銷售活動。

作為企業公民的典範，我們借助垂直整合的業務模式，引入標榜每顆鑽石均可追溯來源的「周大福 T MARK」鑽石品牌，記載著整個鑽石的生命周期的資料，加倍向顧客保證每顆鑽石乃天然且來源符合道德。

我們亦承諾與持份者建立互動的關係，提升企業管治常規，以幫助我們了解市場期望，並將企業公民的精神融入策略制訂和實際業務中。



## Chairman's Statement 主席的話

## “Do Good” Programme

“Do Good” programme was introduced during the year as our commitment to more effective execution of our corporate social responsibilities. We have tasked ourselves with a mission to facilitate sustainable development in the community. “Do Good” is a positive and caring attitude in which we embed to our corporate culture to showcase our commitment in creating a better world.

We encourage efficient use of economic and social resources for our business while being mindful of our return to the society through the creation of shared value and through the establishment of constructive rapport with the community.

## Key Achievements

This year, we are proud to receive several awards which recognised our efforts in corporate responsibility, corporate governance and sustainability, which we would like to bring to your attention.

- We have been awarded the 7<sup>th</sup> Hong Kong Outstanding Corporate Citizenship Award — Merit Award (Enterprise Category) by the Hong Kong Productivity Council as a recognition of our efforts in embedding the concept of corporate citizenship in our management strategy and daily operations.
- We have been awarded the 12<sup>th</sup> Corporate Governance Asia Recognition Awards 2016 — The Best of Asia — Asia's Outstanding Company on Corporate Governance by Corporate Governance Asia. This award recognises our performance in corporate governance and is an overall recognition of our efforts in investor relations, corporate social responsibility and financial performance.
- We are awarded the 2016 Hong Kong Awards for Industries — Productivity and Quality Grand Award, championed by the HKSAR Government for two entries, namely the Automated Logistics and Distribution Centre located in Shunde and the ICS (Inventory Control System) RFID-Technology Deployment Project, in recognition of our relentless efforts in developing and applying innovation and technology in the jewellery industry.

## 「Do Good」計劃

在過去一年，我們開展了「Do Good」計劃，務求更有效履行企業社會責任，肩負促進社區可持續發展的重任。「Do Good」代表我們企業文化中時刻強調的正面、樂於助人的態度，展現我們致力創造更美好社會的願望。

我們鼓勵業務上的經濟和社會資源取之有道，謹慎地透過創造共享價值、與社區建立有建設性的融洽關係，回饋社會。

## 主要成就

本年度，我們榮獲數個令人引以為傲的獎項，表揚我們在企業責任、企業管治及可持續發展方面付出的努力，現謹呈列供 閣下省覽。

- 我們榮獲香港生產力促進局頒發第七屆香港傑出企業公民獎 — 優異獎(企業組別)，表揚我們將企業公民的概念融入管理策略和日常運作的努力。
- 我們榮獲《亞洲企業管治》頒授第12屆亞洲企業管治年度嘉許大獎2016 — 最佳亞洲企業管治，嘉許我們在企業管治方面的表現，表揚我們在投資者關係、企業社會責任和財務表現方面所作的努力。
- 我們憑順德的「自動物流及配貨中心」和「ICS存貨控制系統無線射頻技術應用項目」，榮獲香港特區政府全力支持的2016香港工商業獎 — 生產力及品質大獎，肯定我們在開發和應用珠寶業創新科技方面不遺餘力。



Going forward, we will continue with a pragmatic approach in stakeholder engagement and will keep our mind and ears open for all stakeholders. We will focus on our immediate competitive edges and industrial leadership, and ultimately seek to create modest but positive impact through proactive consideration of sustainability issues in our daily operations, thereby establishing constructive rapport with the community and creating shared values in the long run.

**Dr. Cheng Kar-shun, Henry**  
*Chairman*  
Hong Kong, 8 June 2017

展望將來，我們會繼續以務實的態度，與持份者接觸，同時以虛懷的胸襟聆聽持份者的意見，我們首先專注於保持現有的競爭優勢和行內龍頭地位，透過積極考慮日常運作上可持續發展的議題，最終務求產生合適且正面的影響，長遠與社區建立具建設性的融洽關係，開創共享價值。

**鄭家純博士**  
*主席*  
香港，2017年6月8日

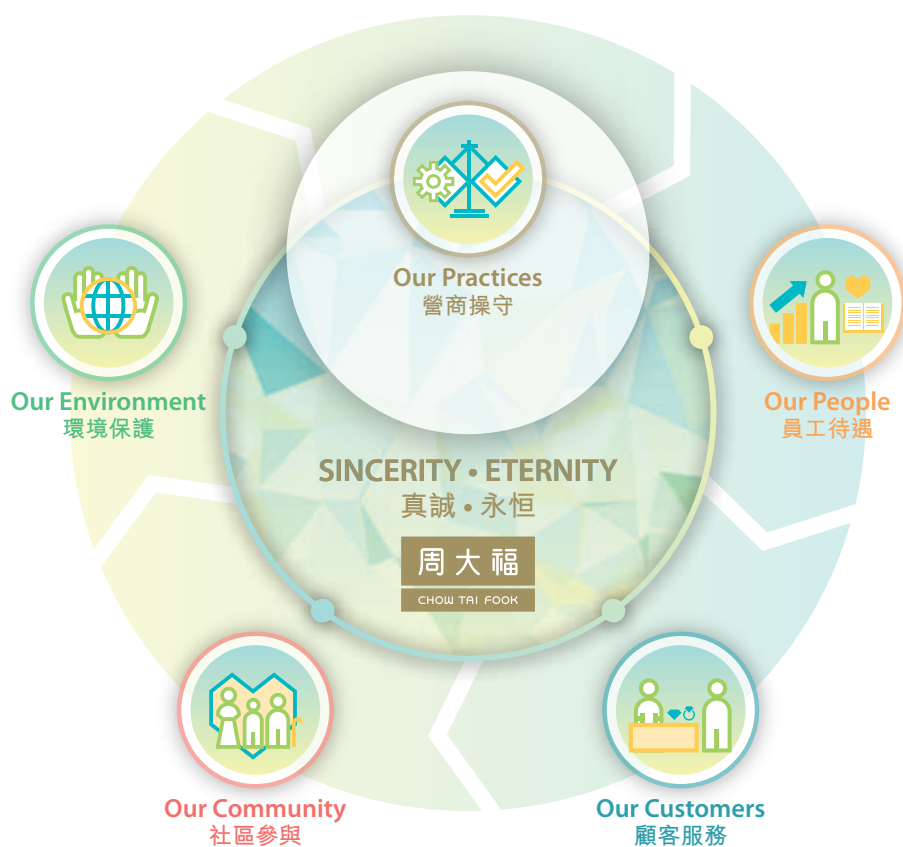


# 1. Our Approach to Sustainability

## 推動可持續發展的方針

In pursuit of our corporate core value “Sincerity • Eternity”, our commitment to sustainability is embedded with our corporate culture and supported by the scientific management system. We endeavour to attain better alignment of values and balance of interests through interactive engagements with a wide spectrum of stakeholders. Concerns of and constructive ideas from our stakeholders assist us in understanding the Group’s risk profile, making key decisions for business planning and identifying opportunities for performance improvement. With their support, we are able to make proper and efficient use of economic and social resources in backing the sustainable growth of our business as well as the well-being of our stakeholders.

秉承我們「真誠・永恒」的企業核心價值，我們對可持續發展的承諾植根於我們的企業文化之中，並以科學化的管理體制支援。我們與廣泛的持份者溝通接觸，盡力追求價值一致，平衡各方利益。持份者的關注事項和建設性意見有助我們了解本集團的風險情況、作出業務規劃的關鍵決策、發掘令業務表現更上一層樓的機遇。有了他們的支持，我們就能夠恰到其分、行之有效地運用經濟與社會資源，支撐我們業務的可持續發展及保障持份者福祉。



Starting with upholding our code of business conduct and financial sustainability, we adopt a pragmatic approach in spreading positive influence to all stakeholders, including our employees, suppliers, business partners, customers, shareholders and the community.

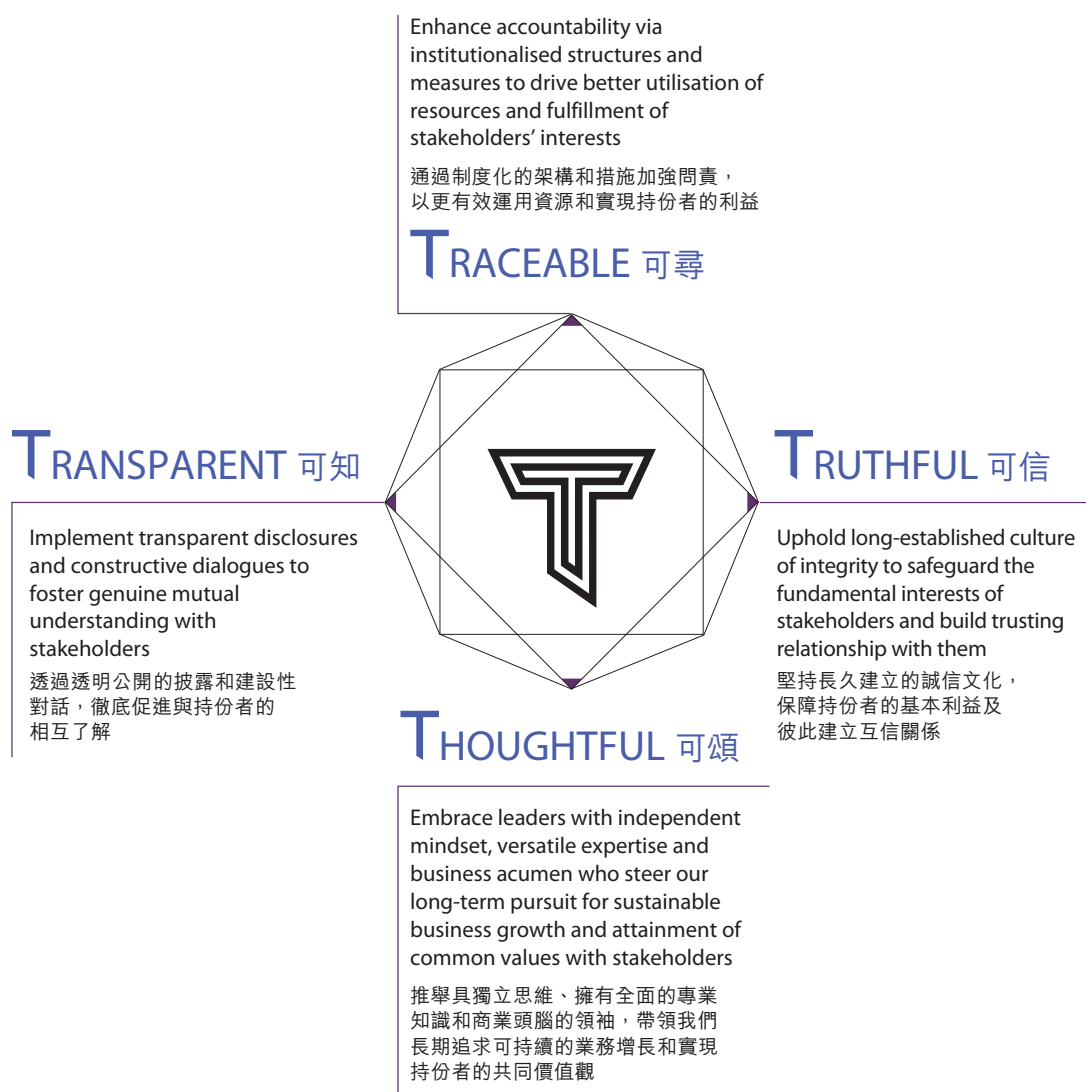
以堅守業務行為守則和財務可持續發展為起始，我們以務實的態度向員工、供應商、業務夥伴、顧客、股東和社區等所有持份者發揚正面的影響力。





## 1.1 Principles in Corporate Governance

## 1.1 企業管治原則



We introduce CHOW TAI FOOK T MARK diamond brand, along with a new "4Ts" concept, to reinforce the efforts in ensuring our diamonds are natural and ethically sourced. Each CHOW TAI FOOK T MARK diamond carries a resume, tracing its entire life journey. Such intrinsic value as backed by our rigorous controls under the vertically integrated business model is unparalleled in the industry.

周大福 T MARK 鑽石品牌蘊涵嶄新「4Ts」概念，確保鑽石天然唯真，來源可靠。每顆周大福 T MARK 鑽石皆附有可追蹤美鑽一生的履歷，具備只有在垂直整合業務模式的嚴密監控下，才能呈現出無可比擬的內在美。

The same set of principles is in place to guide the development of our corporate governance framework, which is also applied in managing various issues relating to environmental, social and governance practices. These support the Group to better achieve our strategic objectives towards sustainable growth and development.

我們的企業管治框架以同一套原則為指導方針，並同時應用在管理不同的環境、社會及管治事宜上，有助本集團更有效地達至可持續增長和發展的策略目標。



## 1. Our Approach to Sustainability 推動可持續發展的方針

### Our continuous improvement in corporate governance

The 5 key components to guiding the development of our governance practices are as follows:

#### The Board

To strike a balance between tradition and innovation, preserving core values of the Group at all times while leading changes to adapt to the fast-changing business environment, both are essential to the sustainable development of the Group.

With well-diversified experience and professional knowledge, the Board does not only focus on present business performance, but also takes initiatives to invest in advanced technologies and infrastructure which can generate sustainable values to the Group and our stakeholders in the long run.

#### Stakeholder Relations

To increase our visibility and interactive engagements with a wider spectrum of stakeholders so that we can attain better alignment of values and balance of interests, as well as enhancing the business acumen of the leadership.

#### Report and Analysis

To produce more timely and insightful performance analytics to facilitate evaluation of operation effectiveness, optimisation of corporate resources, and exploration and capture of business opportunities.

#### Organisational Governance

To enhance the organisational and management structure such that Group policies are standardised for centralised controls while the regional units have considerable autonomy.

#### Risk Management and Internal Controls

To integrate risk management framework with regard to the reporting and communication of risk profile and mitigation plan evaluation, to strengthen accountability on all levels of management and to make informed decisions with a balance of efficiency and risk controls.

### 持續優化企業管治

5項指導企業管治發展方針的要素如下：

#### 董事會

在傳統和創新中取得平衡，持續堅守本集團的核心價值的同時，推陳出新以適應瞬息萬變的業務環境，此點對本集團的可持續發展而言不可或缺。

董事會具備多元化的經驗和專業知識，不單止專注目前的業務表現，亦主動投放資源在先進科技和基礎建設上，長遠為本集團和持份者創造可持續價值。

#### 持份者關係

與更多不同界別的持份者互動溝通，增加我們的可見度，使到彼此的價值趨向一致，平衡各方利益，同時提升領導層的商業觸覺。

#### 匯報和分析

編製更多適時和具洞悉力的業務表現分析，以助評估營運成效、企業資源用得其所與否，探索和捕捉市場機遇。

#### 組織管治

提升組織和管理架構，規範本集團的政策以便集中管理，同時讓地區單位享有高度自主權而因地制宜。

#### 風險管理和內部監控

在匯報和溝通風險形勢及緩解計劃評估方面提升綜合風險管理框架，加強不同階級的管理層的問責制度，在效率和風險控制上取得平衡，知而後決。



## 1.2 Our Sustainability Management Structure

Our Sustainability Committee has been established within the corporate governance structure to support the Board in steering the sustainability direction of the Group and in the oversight of the implementation of sustainability policies and measures. To align with the Group's long-term strategic planning for sustainability, the Sustainability Committee, comprising executive directors and management team, is designed to support the Board and the Executive Committee in the oversight of sustainability strategies.



The respective roles and responsibilities of the Executive Committee and the Sustainability Committee are as follows:

### Executive Committee

- Approve the Group's sustainable development direction and strategies
- Monitor and review the implementation and effectiveness of various strategies

### Sustainability Committee

- Draft strategies or implement directions for key strategic issues which affect the Group
- Communicate strategies with different departments to ensure measures are incorporated in business practices
- Evaluate and determine ESG-related risks and collaborate with relevant departments to ensure appropriate and effective risk management and internal control systems are in place
- Review and monitor the implementation processes and effectiveness of sustainability programmes carried out by the Group
- Review the Group's annually published sustainability report

## 1.2 可持續發展管理架構

我們已在企業管治架構的框架中成立可持續發展委員會，支援董事會引領本集團的可持續發展方向，監察可持續發展政策及措施推行。為配合本集團的長遠可持續發展策略規劃，可持續發展委員會由執行董事及管理團隊組成，以協助董事會和執行委員會有效執行可持續發展策略。

執行委員會與可持續發展委員會的職責如下：

### 執行委員會

- 批核本集團的可持續發展方向和策略
- 監察和審視不同策略的實施和成效

### 可持續發展委員會

- 就影響本集團的重大策略議題草擬對策或施行指引
- 與不同部門溝通，確保措施已在業務實況中得以落實
- 評估及釐定與環境、社會及管治相關的風險，並與相關部門合作，確保設有合適有效的風險管理及內部監控體系
- 審視及監察本集團實施的可持續發展計劃的進度及成效
- 審視本集團每年刊發的可持續發展報告



## 1. Our Approach to Sustainability 推動可持續發展的方針

### 1.3 Our Sustainability Journey

Our commitment to sustainability began with the Board's holistic view on how the business should thrive together with the environment and society, and is demonstrated through the establishment of our Sustainability Committee.

As we are in the early stage of our sustainability journey, we have considered it crucial to first gain internal consensus on our views and expectations for our sustainability strategy. This creates a solid foundation for us to establish a strategic and feasible direction in the long run. The beginning of our sustainability journey is marked by the four milestones illustrated on the next page.

### 1.3 我們的可持續發展里程

我們對可持續發展的承擔始於董事會認為公司業務與環境和社會一脈相承，理應一起茁壯成長，並體現於我們成立的可持續發展委員會。

基於我們尚在可持續發展里程的起步階段，我們認定首先在可持續發展策略上的觀點和期望取得內部共識是相當重要的，讓我們在建立長遠可行的策略下奠定穩固的基礎。我們的可持續發展里程隨着下頁所述的四大里程碑而展開。





## STAGE 1

### Stakeholder engagement and communication through interviews, on-site visits, surveys and focus groups

- During our first year in the engagement for stakeholder views on our strategic direction for sustainability, we have focused our engagement sessions with stakeholders ranging from senior management level to general staff at corporate office, POS and departmental representatives at our factories.
- Around 230 people were engaged in these processes.
- We review our engagement of stakeholders periodically to re-evaluate the level of materiality of various ESG issues. In future years, we plan to extend the scope and increase the range of parties engaged.

### 透過會面、實地考察、問卷調查和專題小組與持份者保持聯繫和溝通

- 在我們首年與持份者接觸以了解他們對我們可持續發展的策略方針時，我們的持份者溝通環節集中放在由高級管理層至辦公室、零售點和廠房各部門代表等員工身上。
- 溝通的過程中有大約230名人士參與。
- 我們會定期審視與持份者溝通的情況，再評估不同的環境、社會及管治議題的重要性。在往後的年度，我們計劃擴大範圍，放大接觸層面。



## STAGE 2

### Materiality assessment to identify and prioritise aspects that are material to our business and our stakeholders

- The ratings of importance provided by our stakeholders have assisted us in identifying the relative materiality of each indicator. The indicators are benchmarked against their relevance to our stakeholders and to our business.
- For more details on how the materiality assessment is conducted and how it affects the scope of this report, please refer to section 2 of this report.

### 進行重要性評估，以確定和優先考慮對於我們的業務和持份者重要的事項

- 持份者提供的重要程度評分已幫助我們辨識各項指標的相對重要程度，根據其對持份者和與我們業務的切身程度排行各項指標。
- 有關重要程度評估的進行方式以及該評估如何影響本報告的範圍，請參閱本報告第2章。



## STAGE 3

### Formulation of sustainability strategies

- We are now at the third milestone of our sustainability journey. Our strategies will take into consideration the needs of the Group and the expectations of our stakeholders.
- As a commitment to our “Do Good” spirit in creating better shared value for the Group, the community and the environment, we seek to incorporate sustainability factors in our operations.

### 制定可持續發展之策略

- 我們現已抵達可持續發展里程的第3階段。我們的策略會將本集團的需要和持份者的期望併入考慮之列。
- 遵循「Do Good」精神，力求為本集團、社區和環境開創更美好的共享價值，我們致力將可持續發展要素融入業務營運中。



## STAGE 4

### Performance improvement to achieve sustainable development

- To seek for continual improvement in our sustainability performance, we need to first establish measures to capture information on our current ESG performances and set targets thereafter.
- We are in the process of further upgrading our internal business intelligence system to capture and streamline essential ESG data which are important for us to set realistic and measurable targets.

### 改善表現以達至可持續發展

- 為求在可持續發展表現上不斷改進，我們先要訂立措施收集現時關於環境、社會及管治的表現的資料，再據此設立目標。
- 我們目前正進一步提升我們內部的商業智能系統，收集和統合重要的環境、社會及管治數據，對我們確立務實、可量度的目標相當重要。





# 2. Stakeholder Engagement and Materiality Assessment on Sustainability Issues

## 持份者之參與及對可持續發展議題進行之重要性評估

### 2.1 Stakeholder Communication

We started our journey with the engagement of stakeholders through various means of communications and we are committed to showcasing our relevant initiatives with stakeholders to fully engage them for their perspectives in sustainability. Our key stakeholders include employees, customers, business partners, non-profit organisations and investors. During the collection and collation of stakeholder perspectives, we have conducted a systematic rating-based engagement questionnaire processes with the aid of an independent third-party consultant for transparency and objectivity purposes.

The stakeholder engagement questionnaire is specifically designed to collect stakeholder views on the relative importance of various ESG aspects and their impact to our business as perceived by our stakeholders. We pay special attention to creating an internal environment for two-way communication with the objective to establish consensus and understanding on how we could operate more sustainably. This exercise also served as an opportunity to raise internal awareness in sustainability at the early stage of our sustainability journey.

In the ensuing years, the Group plans to enrich the engagement of key external stakeholders through establishing interactive channels on a regular basis to gather their feedback on sustainability issues that are material to the Group.

### 2.2 Results of Materiality Assessment

The following diagram combines the perceived importance of each aspect by stakeholders and by the management, collected through the stakeholder engagement exercises. An approach of collecting equally weighted quantitative and qualitative views from each stakeholder group has been adopted, whereby materiality results are represented in an objective manner.

This report relates to the results of the materiality analysis, where issues that are more material will be addressed in greater details.

### 2.1 與持份者溝通

我們與持份者攜手啟程，透過不同溝通渠道與其保持聯繫，同時致力向持份者展示不同的相關措施，務求使他們能全面參與和表達其對我們有關可持續發展的觀點。我們的主要持份者包括員工、顧客、業務夥伴、非牟利機構和投資者。在收集和統合持份者意見時，我們已在獨立第三方顧問協助下進行有系統的評分問卷機制，以求透明客觀。

持份者問卷的設計專為收集持份者對不同環境、社會及管治方面的相對重要程度的意見，以及持份者對其如何影響我們業務的認識。我們特別關注開創有利雙向溝通的內部環境，旨在就我們如何在營運上以更可持續的發展方式建立共識和了解。這種做法亦造就機會使我們的可持續發展里程在初起步之際凝聚內部意識。

在未來數年，本集團計劃成立互動渠道定期收集持份者就對本集團而言屬重大的可持續發展議題的意見，加深我們與主要外部持份者的溝通。

### 2.2 重要性評估結果

以下圖表匯總了持份者和管理層認定各個方面的重要程度，乃透過持份者溝通行動收集所得。我們採納了以同等比重從每個持份者組別收集定量定質意見的方法，客觀地呈列重要程度的調查結果。

本報告與重要程度分析結果有關，當中較重大的議題會有更詳盡的闡述。





#### Our Practices 營商操守

- Anti-corruption, fraud and money laundering\*
- Positive industry development
- Intellectual property rights
- 反貪腐、欺詐及洗黑錢\*
- 正面行業發展
- 知識產權

#### Our Customers 顧客服務

- Customer privacy and personal information\*
- Service and product quality
- Suppliers' and subcontractors' environmental and social impact
- 顧客私隱和個人資料\*
- 服務及產品質素
- 供應商和分判商對環境及社會的影響

#### Our People 員工關懷

- Child labour and forced labour\*
- Occupational health and safety\*
- Employee remuneration and welfare
- Employee career development
- Training and development
- Workforce diversity, e.g. gender, age, ethnicity
- 童工和強迫勞工\*
- 職業安全與健康\*
- 員工薪酬和福利
- 員工事業發展
- 培訓和發展
- 職場多元化，例如性別、年齡、種族

Note: \* represents the most material issue(s) in each aspect.

註：\*代表各環節中最重要的議題。

#### Our Community 社區參與

- Community development, e.g. organising events for charitable causes\*
- Understanding of the need of local community
- Community development issues while conducting business activities and strategies
- 社區發展，如舉辦公益活動\*
- 理解本土社區的需要
- 進行業務活動及策略時所衍生的社區發展議題

#### Our Environment 環境保護

- Industrial wastewater treatment and discharge\*
- Industrial emission treatment and discharge\*
- Management of hazardous and non-hazardous waste
- Environmental impact as a result of operations in factories
- Overall contribution to greenhouse gas emissions
- Investment in environmental facilities, e.g. green buildings and energy-efficient products
- Environmental implications of raw material and packaging material
- Water conservation
- Energy conservation
- 工業廢水處理及排放\*
- 工業污染物處理及排放\*
- 有害及無害廢料的管理
- 工廠運作造成的環境影響
- 整體造成的溫室氣體排放
- 投資環保設施，如綠色建築及節能產品
- 原材料和包裝物料對環境的影響
- 節約用水
- 節約用電



# 3. Our Practices

## 營商操守

### 3.1 Highly Ethical Business Practices

We apply best practice principles to our management systems and operations, and implement an optimised system of internal controls, independent audits and compliance reviews to relevant laws and codes of practices in the industry. Any malpractices related to bribery, extortion, fraud and money laundering are strictly prohibited within the Group and any persons attempting such malpractices will be penalised should such cases be identified and confirmed.

During the year, there were no legal cases regarding corrupt practices that were brought against the Group or our employees.

Our Anti-money Laundering Policy is in place to ensure that our financial records are reliable and truly reflect our financial status. The policy also stipulates that any form of participation in or assistance to money laundering or other financial offenses is strictly prohibited.

We hold training sessions on preventive measures against money laundering to keep our staff well informed of expected ethical conduct. In addition, a grievance and whistleblowing mailbox is set up for our staff to report suspected fraud and misconduct in a confidential manner. These practices have long been in place and are periodically reviewed and updated to suit the changing dynamics of our operating environment.

As a demonstration of our strict adherence to ethical business practices, we conform to internationally recognised codes of practices:

### 3.1 以德為本的營商操守

我們在管理體系和經營過程中應用最佳執業守則，優化內部監控、設有獨立審核和相關法律與行業行為守則的合規審核並付諸實行。本集團內嚴禁一切賄賂、勒索、欺詐和洗黑錢等惡習，任何人士如企圖進行此等行為，一經發現和證實，將會被懲處。

年內，本集團或其僱員並無遭指控任何有關貪污的法律案件。

我們設有反洗黑錢政策，確保財務記錄可靠並如實反映我們的財政狀況。政策中亦訂明嚴禁以任何形式參與或協助洗黑錢或其他金融罪行。

我們就防範洗黑錢措施舉行培訓班，協助員工清楚了解他們須遵守的道德操守。此外，申訴舉報郵箱的設立可供員工舉報懷疑欺詐及不當行為，過程絕對保密。有關慣例實施已久，並會定期審核，以配合瞬息萬變的營商環境。

為展示我們遵從具道德的營商操守，我們符合以下國際認可的行為守則：

#### Internationally Recognised Codes of Practices 國際認可的行為守則



Our adherence to such internationally recognised codes of practices are important to us not only as part of our core values in upholding highly ethical business practices, but also as a demonstration of our commitment to product responsibility. Further details on our commitment in product responsibility is available in section 4.2.

### 3.2 Active Participations in Industry Development and Collaborations with Peers

We seek to actively participate in industry association activities in Mainland China and Hong Kong to maintain close relationship with the industry. Through communication with industry associations, we obtain insights on the latest trend and development of the industry so as to plan for appropriate actions.

We participated in seminars to promote the sustainable development of the industry in the era of "Internet+" by sharing with peers our innovative technology and application of radio-frequency identification ("RFID"). This is part of our on-going commitment in the application of new technologies in production, logistics and retailing to greatly enhance the efficiency and accuracy in daily business operation and expands the application of big data in the jewellery industry.

We also actively participate in activities held by chambers of commerce or industry associations in Hong Kong and Mainland China for close communication and interaction with the industry. In addition, we are keen on attending industry seminars to discuss opportunities for sustainable development within the industry and methods to enhance the standards of the jewellery industry. Our management also gives speeches to share their experience with an objective to facilitate the future development of the retail industry.

As a result, we have been one of the headline partners of JNA Awards for the fifth consecutive year in supporting and promoting innovation, excellence and achievement of the industry and enhancing the best practice principles and standard of the industry.

遵循國際認可的行為守則對我們相當重要，不單體現我們維持高道德水平的核心價值，更同時反映我們對產品責任有所承擔。有關我們對產品責任的承擔詳情，可參閱第4.2節。

### 3.2 積極參與行業發展及與同業合作

我們力圖積極參與業界內協會在中國內地和香港的活動，與業界維持緊密關係。我們透過與行業協會溝通，洞悉最新趨勢和業內發展，以便計劃適當的行動。

我們參與研討會，與同業分享我們的創新科技和無線射頻技術應用項目，在「互聯網+」世代推進行業可持續發展，此舉為我們持續致力在生產、物流、零售方面應用新科技之其中一環，大大提升日常業務運作的效率和準確度，擴大珠寶業界應用大數據的範圍。

我們亦積極參加香港和中國內地的商會或業界協會舉辦的活動，與業界作緊密溝通和互動。此外，我們勤於參加業內研討會，探討業內可持續發展的機遇和提升珠寶業界水平的方法。管理層亦會致辭分享其經驗，旨在促進零售業未來的發展。

因此，我們已連續第五年出任JNA大獎首席合作夥伴，支持和推廣業界推陳出新、精益求精、成就非凡，提升業內的最佳職業守則和標準。



## 3. Our Practices 營商操守

## Innovation highlights 創新技術重點

## ICS utilising RFID and Internet of Things technologies



By continuing to invest in innovative technology, we seek to enhance our productivity and to increase our competitiveness in the industry for achieving sustainable development.

Our award-winning “Automated Logistics and Distribution Centre” in Shunde, is an important point within our logistics chain for inventory replenishment for the POS in Mainland China. This centre is equipped with Automated Storage and Retrieval System and RFID-embedded devices, which enable efficient inventory control and accurate tracking of stock in and stock out. The centre supports the replenishment of approximately 60,000 items per day.

As a pioneer among our peers to implement the “ICS RFID-Technology Deployment Project”, the efficiency of our logistics management, stock-taking and sales operation has been significantly increased.

## ICS 無線射頻技術及物聯網技術應用項目



我們致力通過投資創新科技，提升生產力和競爭力，以達至可持續發展。

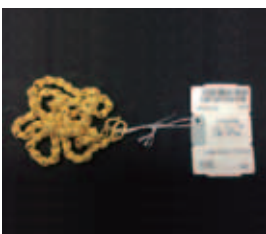
位於順德的獲獎項目「自動物流及配貨中心」，為我們在中國內地零售點補充存貨的物流鏈上的重要一環。該中心配備自動倉庫系統和無線射頻技術設備，讓存貨控制更有效率，出入貨品記錄更準確。該中心可支援每日約60,000件貨品補足。

在同儕間我們最先引入「ICS無線射頻技術應用項目」，我們的物流管理、盤點和零售運作效率因而有顯著的提升。

## Stock Tracking and Management 貨品追蹤和管理

RFID Tag  
無線射頻標籤

- Enabling fast access to accurate product information that facilitates sales promotion and improves the accuracy and efficiency of stock tracking and management.
- 可快捷存取產品資料，加快銷售推廣，使貨品追蹤和管理更精準有效。

mHand  
手提電子盤點器

- Carrying out stock taking promptly and accurately by quickly scanning RFID tags.
- 掃描無線射頻標籤，迅速準確地進行盤點。



## Sales Process 銷售流程

Smart Tray  
智能零售盤

- Providing various information to facilitate sales, from product specifications, special features and prices, exchange rate conversion, to the inventory available in other POS
- Facilitating the collection of customers' preference for big data analytics.
- 提供產品規格、特色和價格、匯率換算、其他零售點存貨等等有助銷售的資料。
- 有助收集顧客喜好作大數據分析。



## Logistics 物流

Logistics Tray  
電子物流盤

- Integrating with the ICS in distribution centre and POS to facilitate efficient product distribution.
- 與配送中心和零售點的ICS系統相連，有助快捷分配產品。





### 3.3 Respect for Intellectual Property

As a company highly reliant on creativity and technological advancements in our operations, we highly value the importance of observing intellectual property rights in our brands, designs and technology. Where feasible and considered appropriate, we keep our brands, designs and processes registered. For this purpose, we have established guidelines and protocols on when and how we should keep our brands and know-how protected.

Our key considerations for registration of intellectual property rights are as follows:

- Protection of the Chow Tai Fook brand
- Prevention of accusations on the originality of our designs or know-how from external parties
- Prevention of copyright, patent or trademark infringement by external parties
- Key marketing products
- Products with iconic designs which highly represents the Chow Tai Fook brand

All requests for intellectual property registration will be analysed, managed and assessed by various departments to identify the relevance and importance. The process is assisted and reviewed by our legal department, while multiple departments are involved in the process to ensure that the need for registration is being thoroughly analysed through a multi-angled approach.

### 3.3 尊重知識產權

身為一家營運上非常倚重創意和科技創新的公司，我們高度重視品牌、產品設計和科技的知識產權和原創性。在可行及合適範圍內，我們會註冊品牌、設計和生產工序，就此我們設有指引和規條，以規範應何時和如何保障我們的品牌和專業知識。

我們申請知識產權的重點考慮因素如下：

- 保護周大福品牌
- 防範外界對我們的設計原創性或專業知識的指控
- 預防外界侵犯版權、專利或商標
- 重點推廣的產品
- 擁有極能代表周大福的標誌性的產品設計

所有知識產權註冊申請的請求會經由不同部門分析、管理和評估，識別各項專利的適切性及重要性。過程中法律部會提供協助和審查，而多個部門亦會參與其中，以確保註冊申請的要求得到全面及多角度的分析。



# 4. Our Customers

## 顧客服務

### 4.1 Responsible Marketing

Personal data privacy is one of the main concerns of our customers. We are committed to protecting the personal information provided by our customers in compliance with the relevant laws and codes.

This is achieved through limiting our possession of any personally identifiable information at source. Such information will only be collected on a necessary and non-excessive basis. For example, personal identity card number will not be collected during the sales process conducted through our website, membership programme and social media platform.

We have policies and procedures to ensure the collected information will be properly used for specified purposes by relevant departments. Accessibility, storage and removal of personal information should be in compliance with the Group's policy which incorporates the relevant requirements of personal data privacy laws. We will continuously monitor and review the policies and procedures to prevent information leakage.

Should there be a need to use customers' personal information for direct marketing, we would obtain prior written consent from our customers. An internal code is also established to stipulate the access rights and authorisation procedures for the information, which is also built into our systems.

Additionally, to protect the goodwill of the Group, we have formulated inclusive policies in business integrity under which true product descriptions are provided in our advertisements and we mark a reasonable price for high quality jewellery in pursuance of our "一口價" (Fixed Price) Policy.

### 4.2 Product Responsibility

We take the entire life cycle of our products seriously and are committed to ensuring that our products are ethically sourced, genuine and safe.

- We have zero tolerance for the use of materials which are obtained from unknown sources or via unethical means. To further our efforts in ensuring traceability and transparency in the value chain for our diamonds, we introduced "CHOW TAI FOOK T MARK" diamond brand to trace the sources of our diamonds.

### 4.1 負責任的市場推廣

個人資料私隱是顧客最為關注的其中一點。我們致力遵守相關法律和行為守則，旨在保護顧客所提供的個人資料。

從源頭開始限制我們所擁有可識別個人身分的資料，僅收集需要知道但非過量的資料。舉例而言，在我們的網站、會員計劃和社交媒體進行的銷售過程中均不會收集身份證號碼。

我們設有政策和程序，確保相關部門妥善按特定目的使用收集得來的資料。查閱、儲存和刪除個人資料時應遵守本集團的政策，有關政策已包括個人資料私隱法規的相關要求。我們會持續監察和檢討有關政策及程序，以防止資料泄露。

如有需要使用顧客個人資料作直接營銷，我們會先索取其書面同意，亦訂有內部守則規定有關資料的查閱權限和授權程序，並已在系統中建立有關程序。

另外，為保護本集團聲譽，我們已制訂兼容並蓄的以誠營商政策，確保在廣告中提供的產品描述皆屬真實，並按「一口價」政策為高質素的珠寶訂立合理的價錢。

### 4.2 產品責任

我們以嚴謹的態度看待產品整個生命週期，盡力確保產品貨源取之有道、貨真價實、安全可靠。

- 我們絕不採用來源不明或開採及製造方法有違道德的材料。為進一步確保我們的鑽石能夠達至源頭追蹤、價值鏈透明化，我們推出「周大福T MARK」鑽石品牌，追蹤我們鑽石的貨源。



- We took pride in the long-standing yet meticulous processes taken as a precaution to ensure that our products undergo thorough testing methods for fineness and safety levels.
- Our gold and platinum products bear marks of fitness in compliance with the Trade Description (Marking) (Gold and Gold Alloy) Order (Cap362A) and the Trade Description (Marking) (Platinum) Order (Cap362C) of Hong Kong.

### Safe products with tested metals and genuine precious stones

We recognise the importance of crafting products that are genuine and safe to wear. We apply targeted testing methodologies for different products through our structured process for screening, assessment and testing. Products which do not reach our quality requirements will be returned for correction. To ensure that only qualified products are sold to customers, testing centres have been set up in Hong Kong and Mainland China to perform quality testing according to international standards and professional testing accreditation.

- 我們引以為傲的程序運作經年、一絲不苟，以確保產品經過全面的純度及安全水平測試。
- 我們的黃金和鉑金產品附有符合香港《商品說明(標記)(黃金及黃金合金)令》(第362A章)及《商品說明(標記)(白金)令》(第362C章)的標記。

### 產品安全、金屬經過檢驗、寶石絕無偽冒

我們深明製作貨真價實、配戴安全的產品之重要性。我們運用定點測試方式，通過層層推進的程序，為不同產品進行篩選、鑑別和檢驗，不符合我們的品質要求的產品會退回修正。為確保顧客購買的都是符合認證的產品，我們在香港和中國內地皆設立了檢測中心，並按照國際標準和專業測試認證進行品質驗證。

Testing centres and quality management systems 檢測中心及質量管理體系	Certification 認證
Shenzhen — Precious Metal Testing Centre and Gemstone Testing Centre 深圳 — 貴金屬檢測中心及珠寶檢驗中心	CNAS-CL01 by China National Accreditation Service for Conformity Assessment (CNAS) (equivalent to ISO/IEC 17025: 2005 certification) 中國合格評定國家認可委員會發出 CNAS-CL01 認證 (等同 ISO/IEC 17025 : 2005 國際級水平的認證)
Hong Kong — Chow Tai Fook Fei Cui Testing Centre 香港 — 周大福翡翠鑑證中心	Recognition of an accredited jadeite testing laboratory under The Hong Kong Laboratory Accreditation Scheme (HOKLAS) of the Hong Kong Government 香港政府「香港實驗所認可計劃」頒發硬玉質翡翠鑑證認可資格
Hong Kong, Shenzhen and Shunde — Quality management system of the factories 香港、深圳和順德 — 廠房質量管理體系	ISO9001 certificate of quality management system from the International Organization for Standardization. 國際標準組織 ISO9001 質量管理認證標準



#### 4. Our Customers 顧客服務

**We comply with the code of business practices issued by relevant government departments and associations. The followings are relevant achievements:**

我們遵守相關政府部門和協會的營商守則，以下為相關成就：

Awarded the “Quality Gold Mark” and “Natural Jade Quality Mark” by Hong Kong Jewellers’ & Goldsmiths’ Association and The Kowloon Pearls, Precious Stones, Jade, Gold and Silver Ornament Merchants Association, respectively.

獲香港、九龍珠石玉器金銀首飾業商會頒發「優質足金標誌」、「天然翡翠標誌」。

As an accredited brand of Quality Tourism Services (QTS) Scheme.

「優質旅遊服務」計劃認證。



Participated in the “Natural Diamond Quality Assurance Mark” programme which is organised by the Diamond Federation of Hong Kong, China and complied with its rules to sell natural diamonds and display all information of the diamonds accurately during sale process.

參與香港鑽石總會「天然鑽石品質保證」標誌計劃，遵守銷售天然鑽石並於銷售過程中準確地披露所有鑽石資料的守則。



During the year, we have also passed the following relevant third-party inspections in Mainland China and Hong Kong.

- Hong Kong Customs and Excise Department
- The Hong Kong Tourism Board
- The Diamond Federation of Hong Kong, China
- The Hong Kong Jewellers’ and Goldsmiths’ Association
- The Kowloon Pearls, Precious Stones, Jade, Gold and Silver Ornament Merchants Association
- Bureau of Industry and Commerce
- Administration of Quality and Technology Supervision

During the year, there were no material recalls of products related to health and safety issues.

年內，我們亦通過以下相關的中國內地和香港第三方檢驗。

- 香港海關
- 香港旅遊發展局
- 香港鑽石總會
- 香港珠石玉器金銀首飾業商會
- 九龍珠石玉器金銀首飾業商會
- 工商行政管理局
- 質量技術監督局

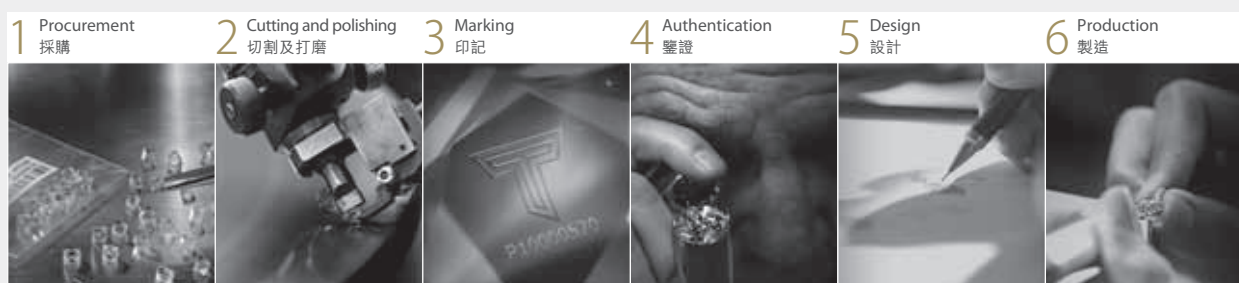
年內並無產品因健康及安全問題而須進行重大回收。



## CHOW TAI FOOK T MARK inscription 周大福 T MARK 印記

With a long history of compliance with the Kimberly Process Certification Scheme, we have always made it a priority to procure diamonds that are natural and conflict-free through a series of stringent inspection on the source of diamonds. Empowered by our vertically integrated business model, we can monitor and record every step along the entire diamond value chain from the procurement to its logistics and sales.

長久以來我們遵循金伯利流程認證計劃，對鑽石的來源進行一系列嚴格的檢查，以採購天然、不涉衝突的鑽石為我們一貫的首要目標。憑藉我們垂直整合的業務模式，我們能夠監察和記錄由採購到物流、銷售的鑽石價值鏈上每一個步驟。



This year, to further demonstrate our commitment to the sourcing of diamonds from reliable sources, we introduced the "CHOW TAI FOOK T MARK" diamond which carries an inscription that the accurate account of each diamond's life journey can be traced. T MARK is an identity card of each diamond and a revolutionary diamond appreciation method. T MARK allows us "To Tell The Truth" with "4Ts", which is a new perspective in addition to the traditional 4Cs.

本年度，為進一步展示我們向可靠貨源採購鑽石的承諾，我們推出「周大福 T MARK」鑽石，附有可準確追蹤每顆鑽石的生命歷程的標記。T MARK 是每顆鑽石的身份證，同時是嶄新的鑽石鑑賞方式，讓我們在傳統 4C 行業慣例之上再添「唯真可鑒」的「4Ts」新角度。

The pioneering T MARK utilises nanotechnology and produces diamond mark at the size of only 5nm which can only be viewed under our diamond viewer.

首創的 T MARK 運用納米技術做出只有 5 納米的鑽石印記，並須使用我們的鑽石鑑賞儀才能看到。



CHOW TAI FOOK T MARK diamond viewer  
周大福 T MARK 鑽石鑒賞儀



CHOW TAI FOOK T MARK counter-in-shop in Hong Kong  
香港「周大福 T MARK」店內專櫃





## 4. Our Customers 顧客服務

### 4.3 Supply Chain Management

A well-managed supply chain is the key to success. We strive to maintain good and sustainable relationship with our suppliers. During the year, our supply chain involves over 1,200 local suppliers in Hong Kong, 4,200 suppliers in Mainland China and 260 suppliers from other regions. We take conscious choices in managing our value chain with the aid of a comprehensive Purchasing Policy, which oversees the procurement and tendering process. The main objectives of the policy is to monitor the prices, quality of our suppliers, and to avoid conflict of interest.

We encourage socially responsible practices along our value chain. All approved suppliers have to comply with our Assessment Standards of Suppliers Conduct and their sustainability performance scores in business ethics, labour protection and environmental protection will also be considered.

### 4.4 Service Quality

Apart from providing products of high quality, we are also committed to providing professional and dedicated services to our customers. Monthly inspections by mystery shoppers are conducted to enhance the standards of service quality of our frontline sales staff. POS which pass the tests and inspections would be granted with certificates.

In addition, we also work with industry associations including the Hong Kong Retail Management Association and commercial institutions such as shopping malls to review our sales service quality.

During the year, approximately 3,400 of mystery shopper inspections were conducted in our POS in Hong Kong and Mainland China.

To enhance customer confidence in our products and services, the Group offers comprehensive after-sale services to our customers. We strictly comply with the Trade Descriptions Ordinance of Hong Kong and the related regulations and product information is specified on sales certificates. The Group established internal product returns and exchanges policies and procedures. Our Return and Maintenance Policy with charging details is readily available at our POS.

We value the feedback from our customers and provide multiple channels for comments and enquiries. Whenever a complaint or product return request is received, the case is recorded in our customer relationship management system by the respective POS and followed by the customer service department.

### 4.3 供應鏈管理

將供應鏈管理得宜，為成功的關鍵。我們致力與供應商維持良好及可持續的關係。年內，我們的供應鏈涉及香港本地供應商逾1,200個、中國內地供應商4,200個及其他地區供應商260個。在全面的「採購政策」的指引下，我們採取清晰的抉擇以管理價值鏈，監察採購和投標過程。該政策的主要目的為監控價格、供應商質素和避免利益衝突。

我們在價值鏈上鼓勵對社會負責的營商之道。所有獲核准的供應商須遵守我們的「供應商行為考核準則」，其於可持續發展方面的表現包括商業道德、勞工保障、環境保護等均會列為考慮因素。

### 4.4 服務質素

除提供高質素的产品外，我們同時致力向顧客提供專業盡責的服務。每月安排神秘顧客評核，以提升前線銷售員工的服務質素，而通過測試評核的零售點會獲頒證書。

此外，我們亦與由行業協會如香港零售管理協會或商業機構如大型商場等合作，檢察銷售服務的質素。

年內，我們安排了約3,400名神秘顧客在香港和中國內地的零售點進行巡查。

為提升顧客對我們產品和服務的信心，本集團提供全面的售後服務予顧客。我們嚴守香港《商品說明條例》和其相關法律，在「銷售保證單」列明產品的資料。本集團設有內部回收和維修政策，有關政策及相關收費詳情可於零售點查閱。

我們重視顧客的意見，並開放多種渠道接收評語和查詢。一旦接獲投訴或產品回收請求，相關零售點會在顧客關係管理系統中記錄在案，並由顧客服務部跟進。



# 5. Our People

## 員工關懷

### 5.1 Employment

We believe that talent is one of our valuable assets. We strictly comply with applicable laws and regulations in our respective operating regions. Child or forced labour is prohibited.

The Group codifies the "Best Practice Principles", including the Employment Policy, Occupational Safety and Health Policy, Anti-discrimination Policy, Protection of Child Labour and Minors Policy, Anti-mandatory Labour Policy, Human Rights Policy and Freedom of Association and Collective Bargaining Policy.

The Group promotes an inclusive corporate culture and fosters a diversified workforce. We provide fair opportunities on recruitment, compensation, training, transfer and promotion to our employees regardless of their race, gender, age and religious beliefs.

### 5.1 僱傭

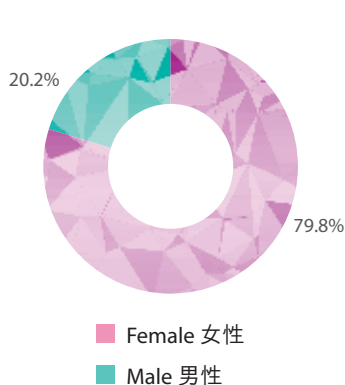
我們確信，人材是我們寶貴的資產之一。我們嚴格遵守在經營所在的地區的相關法律和法規，杜絕童工和強迫勞工。

本集團明文訂有「最佳執業守則」，包括僱傭政策、職業安全健康政策、反歧視政策、保護童工及未成年人士政策、反強迫勞工政策、人權政策及結社自由及集體談判政策。

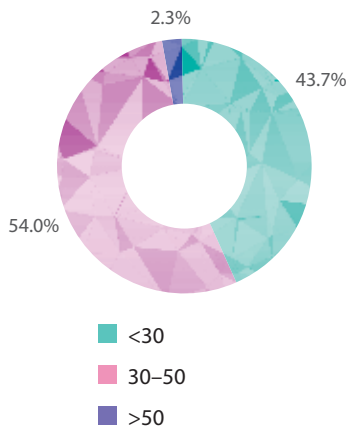
本集團推廣包容的企業文化，培育多元員工團隊。我們不論種族、性別、年齡和宗教信仰，為員工提供公平就業、薪酬、培訓、調遷和晉升的機會。

**Total number of employees 員工總數：29,450**

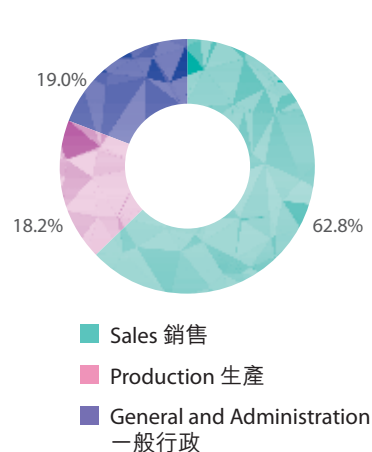
**By gender 按性別劃分**



**By age 按年齡劃分**



**By function 按功能劃分**



**Turnover rate 流失率：29.8%**

By gender 按性別劃分		
Female	女性	28.5%
Male	男性	35.2%

By function 按功能劃分		
Sales	銷售	31.5%
Production	生產	32.2%
General and Administration	一般行政	22.1%

By age 按年齡劃分	
<30	43.7%
30-50	18.2%
>50	14.6%



## 5. Our People 員工關懷

### 5.2 Health and Safety

We are committed to providing a safe and comfortable working environment for our employees and raising the awareness of occupational health and safety. According to our Product Safety Policy, the safety of our employees is always prioritised and we make it an internal requirement to ensure that our products are up to national and international health and safety standards.

To ensure the workplace safety for our workers, personal protective equipment is provided and our factories are required to comply with all safety regulations. Assessments are conducted regularly to review the workflows and to establish crisis or accident handling mechanisms. Employees within our factories with relevant responsibilities are also encouraged to take the safety officer certification examination.

### 5.2 健康及安全

我們致力向員工提供安全舒適的工作環境，並提升他們的職業安全健康意識。根據我們的產品安全政策，員工的人身安全為優先考慮原則，同時內部亦規定要確保產品合乎國家及國際健康和 safety 標準。

為確保工作場所的員工安全，員工配備個人保護設備，工廠亦須遵守所有安全規例。我們定期進行評估，審視工作流程和建立危機或事故處理機制。我們亦鼓勵廠區內相關職責的員工考取安全主任證書。

Number of registered safety officers in factories:

駐於廠房的註冊安全主任數目：

25



The Group compiles an Occupational Safety and Health Handbook which clearly states work-related safety guidelines for our employees. We have also continuously carried out “Zero-Accident Programme” which establishes more frequent inspection routine in addition to the monthly inspections in our factories. More occupational safety trainings for our employees were also held to facilitate improvement in safety precautionary measures within the factories.

These trainings cover a wide range of topics including usage of gas and chemicals, spilling handling drills, fire alarm and evacuation drills etc.

本集團編製職業安全健康手冊，明確列載職業安全指引供員工參考。我們亦繼續推行「零意外計劃」，除每月例行巡廠外，再編排更頻密的巡查。我們亦為員工舉行更多職業安全培訓，幫助他們改善廠內的安全防範措施。

培訓題材涵蓋廣泛，包括使用氣體和化學品、處理傾瀉事件演習、火警警報及疏散演習等。



Number of work-related injuries 工傷數目:

Fatality record 死亡事故:

134  
0



## Safety education at our manufacturing plant in Shunde 順德工場推行安全教育

Health and safety of our production lines have always been a priority for all our manufacturing lines. The Shunde team launched a series of initiatives and has consequently set up volunteer fire fighter team, emergency response team, and arranged health and safety lessons to site staff in 2016, as part of the comprehensive programme to educate the team on the importance of managing health and safety issues.

The volunteer fire fighter team was given professional intensive training, ranging from theoretical knowledge on firefighting to practical training and drills. Our team also further extended the focus from within the production lines to nearby communities and schools.

The emergency response team handles accidents such as chemical leakage or machinery malfunctions. The team was trained to respond instantly and properly to various incidents and accidents prior to the arrival of professional help from health and safety authorities where necessary.

生產線上的健康和 safety 一直為我們首要重視的範疇。為此，順德團隊推行了一系列的措施，並已組成義務消防員隊伍、緊急應變小組，於2016年更為工友安排健康及安全課堂，此為向員工灌輸管理健康安全問題重要性的全面計劃的一部分。

義務消防員隊伍接受專業的密集式訓練，包括滅火理論知識到實戰訓練和演習。隊伍的服務範圍由工廠生產線擴展至附近社區和學校。

緊急應變小組處理如化學品泄漏或機械故障等意外，他們接受訓練，待專業的健康安全機關到達前也能按需要即時適當地應對不同事故意外。



## 5.3 Employee Welfare

Chow Tai Fook has high regard for the well-being of our employees. At the same time, we have established effective communication channels to maintain harmonious relationships with our employees and to foster an inclusive environment.

### Employee benefit

In addition to the basic benefits such as annual leave, allowances and pensions required by law, we provide examination leave, wedding leave, birthday leave, gratuity leave and voluntary work leave. We also provide medical insurance to our employees and their immediate family members. We are also proud to provide incentives for our employees to pursue high performance with our discretionary bonus scheme to reward our employees with outstanding performance throughout the year.

## 5.3 員工福祉

周大福高度重視員工的福祉，同時設有行之有效的溝通渠道，與員工維持融洽的關係，培育共融的環境。

### 員工福利

除年假、津貼和退休金等法例規定的基本福利外，我們亦提供考試假期，結婚假期、生日假期、恩恤假期和義工假期。我們亦為員工及其直系親屬提供醫療保險，為推動員工力求上進而設花紅制度更是令我們引以自豪，獎勵年內表現傑出的員工。





## 5. Our People 員工關懷

### Promotion of work-life balance

On top of employees benefits, we also promote a culture of work-life balance. By assisting our employees to better manage the balance between work and the family, a set of family-friendly measures are implemented. These include paternity leave and establishment of a breastfeeding room at our Shenzhen headquarters and Shunde office. We are actively collecting more employee feedback on other family-friendly measures which could be implemented on the Group level.

During the year, a wide variety of recreational activities were organised for our employees, such as table tennis, basketball competitions and cross-company football competitions. In addition, we also held interest classes including bakery workshops and acupuncture courses.

### Communication with employees

We cherish every opportunity to communicate with our staff and have established various channels. We share corporate news and messages with our staff through several publications such as "Chow Tai Fook Jewellery Group Newsletter", "Chow Tai Fook Family", "SUNNY Express" and "Together". Through our corporate publications, we were able to enhance our employees' understanding of the Group and mutual understanding of staff in different departments.

Our employees could obtain the latest information and development of the Group from our online platforms such as Facebook, WeChat, Leti and iShare, etc. Other e-communication channels including email and Weibo are also open for staff opinion to facilitate the communication between our management and staff.

### 促進工作生活平衡

除員工福利外，我們亦推動工作生活平衡的文化。為協助員工更有效兼顧工作和家庭，我們設有一系列家庭友善措施，包括侍產假和在深圳總部及順德辦公室設立哺乳室。我們正積極收集員工更多意見，探討可在集團層面上推行的其他家庭友善措施。

年內，我們亦為員工舉辦多元化的休閒活動，例如乒乓球、籃球比賽和跨公司足球比賽。此外，我們亦舉辦烘焙班和針灸班等興趣班。

### 與員工溝通

我們珍視每個與員工溝通的機會，並設置不同渠道。我們透過多份刊物如《周大福珠寶集團簡訊》、《周大福家園》、《陽光速遞》和《同心》向員工分享公司消息及訊息。透過這些企業刊物，我們能夠提升員工對本集團的了解，促進不同部門員工互相了解。

我們的員工可在本集團的Facebook、微信、樂提網和iShare等網上平台，取得本集團的最新資訊和發展。其他電子通訊渠道如電郵和微博等亦開放予員工提供意見，促進管理層與員工的溝通。





## 5.4 Training and Development

The Group enhances the professional skills of our staff by providing various trainings in specific skills according to different positions. For senior management, we offer tailor-made training to equip their management skills.

A 3-day Strategic Acumen and Ambidextrous Leadership Programme by Ivey Business School of the University of Western Ontario was conducted in August 2016 to introduce concepts and practical tools relating to strategic management to our steering team.

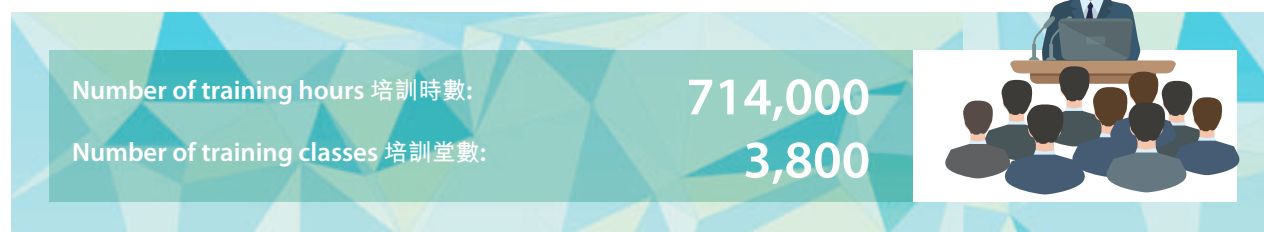
For general staff, we provide all-rounded training opportunities to unleash their potentials and sharpen their skills. The establishment of the Chow Tai Fook Academy enables us to provide a wide variety of training programmes to our employees.

## 5.4 培訓及發展

本集團按照不同崗位提供不同種類的特別技能培訓，提升員工的專業技能。對高級管理層，我們提供度身訂造的培訓，為他們配備管理技能。

2016年8月，西安大略大學旗下的Ivey Business School舉辦了為期三天的戰略觸覺及靈巧領導力培訓，向我們的領導團隊引介了有關策略管理的概念和實務工具。

我們亦向一般員工提供全面培訓機遇，發揮他們的潛力和鍛鍊他們的技能。周大福學院的成立，讓我們能提供多元化的培訓課程予員工。



### Chow Tai Fook Academy

#### 周大福培訓學院

Faculty of Jewellery 珠寶學院	Comprehensive knowledge about jewellery, covering material, quality assurance, design, craftsmanship, production techniques, care and maintenance, etc. 所有有關珠寶的知識，包括材料、品質保證、設計、手工、生產技術、保養維修等
Faculty of Watch 鐘錶學院	Comprehensive knowledge about watch, covering sales skills, brand and collection information, design and mechanism, repairs and maintenance, etc. 所有有關鐘錶的知識，包括銷售技巧、品牌及系列資訊、設計及機件、維修保養等
Faculty of Sales & Marketing 銷售及營銷學院	Techniques on sales and customer services 銷售及顧客服務技巧
Faculty of Management 管理學院	Key management skills for executives 行政人員的主要管理技能
Faculty of Professional Development 專業發展學院	Tailored programmes for professional and specialised roles 專業及特別職能的專門課程



## 5. Our People 員工關懷

In addition, our staff also attend gemstone courses recognised by the Qualification Framework of the Hong Kong Government and Gemological Institute of America and project management training programme, in which our senior management shares knowledge of jewellery products, customer services, sales technique and management skills.

The online learning platform, iLearning, has been launched to encourage further studies. In order to facilitate the training, a new App for smartphone, Smart Learning, was initiated in April 2017, for higher flexibility in learning professional knowledge. All our staff can login with their smartphone for continuous learning at any time and any place.

除此之外，我們的員工亦參加香港政府資歷架構和美國寶石學協會認可的寶石課程以及項目管理培訓課程，在課堂上我們的高級管理人員會分享珠寶產品、顧客服務、銷售技巧和管理技能的知識。

網上學習平台 iLearning 亦已推出，鼓勵員工進修。為推動有關培訓，一個專為智能手機而設的新應用程式 Smart Learning 經已於 2017 年 4 月推出，以提高員工學習專業知識的靈活性。所有員工均可以智能手機登入，隨時隨地無間斷學習。



# 6. Our Environment

## 環境保護

### 6.1 Green Facilities and Carbon Management

We are committed to the promotion of sustainable practices into our daily operations and production. With our clean production principle, we place stringent controls to monitor the potential risks of various environmental issues such as air emissions, wastewater discharge and waste disposal. Internal inspections, as well as external audits are regularly conducted.

We have engaged third-party verification bodies in the calculation and measurement of carbon emissions at selected factories, in order to review and improve the effectiveness of our carbon reduction measures.

One of these measures include our proactive preparation for commitment to the Low Carbon Manufacturing Principles ("LCMP") introduced by WWF. The adoption of LCMP introduces a carbon accounting and labeling system, which serves as an effective reference for carbon emissions reduction and greenhouse gas management.

To enhance the efficiency of our environmental protection and emission reduction schemes, we continually collaborate with tertiary institutions to explore alternative solution through application of new technologies.

### 6.1 綠色設施及排碳管理

我們致力在日常營運和生產中提倡可持續發展實務。在清潔生產的原則下，我們實施嚴密的監控來管制不同環境狀況的潛在風險，例如廢氣、廢水排放和廢物處置，亦定期進行內部巡視和外部審核。

我們已委聘第三方核證機構測量特定廠房的碳排放，以便審視和改善減碳措施的成效。

其中一項措施包括我們積極預備遵守由世界自然基金會訂立的低碳製造計劃，引進碳排放計算和標籤系統，可有效作為減碳和溫室氣體管理作參考。

為提升我們的環保減排計劃的成效，我們一直與高等院校合作，利用新科技尋求其他對策。



### 6.2 Energy Management and Use of Resources

As a demonstration of our commitment to environmental conservation, we have established an Environmental Protection Policy and implemented an Environmental Management System to manage our energy consumption and use of resources.

Within the headquarters, an environmental protection team established by employee representatives from various departments are tasked with the responsibility to implement environmental protection measures and to promote the environmental policy.

We adopt the approach of waste reduction at source and minimise the consumption of paper through a series of paper conservation initiatives. We have also adopted more environmentally friendly packaging and engaged suppliers certified by the Forest Stewardship Council where feasible. To save the amount of paper used, our advertisements and internal communications are published on digital channels.

### 6.2 能源管理和資源運用

為顯示我們對環保的承擔，我們已設有環保政策並實施環保管理體系，管理耗電和資源運用。

總部有由多個部門代表組成的環保節能小組，負責執行環保措施及推廣環保政策。

我們的廢物處理方法為源頭減廢，以一系列節省用紙的措施盡可能減少使用紙張。我們亦採用了較環保的包裝及在可行時使用森林管理委員會核證的供應商。為節省用紙，我們的廣告和內部通訊均以數碼渠道發佈。





## 6. Our Environment 環境保護

In our offices and factories, we adopt natural lighting where possible, while LED light bulbs and energy-efficient T5 fluorescent tubes are used. General light intensity are maintained below 500 lux and the lightings will be adjusted according to the needs of different working areas. LED bulbs are installed at all POS. Lightings in our emergency staircases are controlled by motion sensor.

Our Air-conditioning Temperature Guidelines stipulates that air-conditioning systems are maintained at around 25°C. Where we are involved in building designs of our offices, double glazed curtain walls are installed to block direct sunlight penetration and to keep temperatures at optimal levels.

We explore into renewable energy options and consider this as one of our long-term strategies in energy conservation. Pilot programmes are already in place in Chow Tai Fook Jewellery Park in Wuhan, where lighting facilities in public areas are solar powered.

Transparent semi-tempered glass panes, transparent tempered glass panes and LOW-E-coated materials are used to prevent ultraviolet and infrared radiation from increasing indoor temperature. Autoclaved aerated concrete blocks are used as the wall building material and extruded polystyrene boards are used on the rooftop. These materials reduce heat transmission. As a result of which consumption of air-conditioners and electricity are greatly reduced.

在辦公室和廠房，我們盡可能使用自然光，以及LED燈泡和省電的T5光管。一般光度調在500 lux以下，而光源會根據不同的工作區域調較。所有零售點均安裝LED燈泡。而逃生樓梯的照明則以活動感應器控制。

我們的空調溫度指引訂明空調須維持在攝氏25度左右。當我們參與辦公室大樓設計時，我們會要求大廈安裝雙層玻璃外牆阻隔陽光直接照射，將溫度保持在最舒適的水平。

我們不斷研究可再生能源的選擇，並視此為我們節能的長遠策略一環。我們已在武漢的周大福珠寶文化產業園啟動試行計劃，以太陽能驅動公共地方的照明設備。

我們利用透明半鋼化玻璃片、透明鋼化玻璃和LOW-E低輻射鍍膜物料，防止紫外線和紅外線使室內升溫。牆身以蒸壓加氣混凝土磚砌成。擠塑聚苯乙烯板則用於天台，以減低傳熱，令空調的使用和耗電大大減少。



### Environmental engagement highlights 環保工作重點

#### Charter on External Lighting

In April 2016, the Hong Kong SAR Environmental Bureau launched the "Charter on External Lighting" (the "Charter") and encouraged external lighting owners to switch off non-essential lighting installations such as those of decorative, promotional or advertising purposes during 11 p.m. or midnight to 7a.m. on the following day. We pledge to support the Charter and take a proactive initiative in our role as a corporate citizen to combat climate change and reduce carbon and energy intensity. We have abided by our pledges to the Charter, in which all POS in Hong Kong (excluding those in shopping malls) and 2 buildings have participated as at 31 March 2017.



#### 戶外燈光約章

香港特區政府環境局在2016年4月展開「戶外燈光約章」(「該約章」)，鼓勵戶外照明擁有人在晚上11時或午夜至翌日早上7時正關掉

不必要的照明系統，如裝飾、宣傳或廣告用途的燈光。我們承諾支持該約章，並積極扮演企業公民的角色，對抗氣候變化和減碳省電。我們已遵照該約章承諾，於2017年3月31日，所有位於香港的零售點(除位於商場的零售點外)和2座大樓均有參與該約章。



## 6.3 Air Emissions and Management

Numerous measures are in place in order to minimise air emissions during different stages of our manufacturing process.

Process 工序	Pollutant 污染物	Solution 對策
Ultrasonic cleaning and pre-treatment process of electroforming of hard gold 超聲波清洗工序和硬金電鑄前工序	Organic gas 有機氣體	Installation of activated carbon absorption towers for filter process 安裝活性炭吸附塔進行過濾
Moulding process 倒模工序	Dusty gas 含塵廢氣	Installation of bubbling neutralisation towers for purification 安裝鼓泡式中和塔進行淨化
Production process 生產工序	Acidic gas such as hydrochloric acid mist, nitric acid mist and sulphuric acid mist 酸性廢氣如鹽酸霧、硝酸霧和硫酸霧	Installation of alkaline neutralisation towers for neutralisation 安裝鹼性中和塔進行中和

For management of volatile organic compounds, we handle volatile liquids with extra care and store them in sealed glass bottles. Traditional gold melting process is replaced by high-frequency heating machines to reduce the emission of volatile organic compounds.

In order to achieve proper management on air emissions, air samples are tested on a regular basis for levels of poisonous gases generated from hard gold electroforming process including HCl, NH<sub>3</sub>, NO, NO<sub>2</sub>, SO<sub>2</sub> etc. In our factory in Wuhan, real-time surveillance systems on gas emissions are installed in liquid gold workshop and post-treatment workshop.

Apart from our efforts in minimising gas emission during the production processes, we are also committed to reducing the emission from other sources.

## 6.3 廢氣排放及管理

我們實施多項措施以減低在各個生產過程的廢氣排放。

在處理揮發性有機化合物方面，我們處理揮發性液體時格外謹慎，將它們存放在密封的玻璃瓶內，又引入高頻感應加熱的高週波熔金機取代傳統熔金工序減少揮發性有機化合物的排放。

為達至廢氣排放管理得宜，我們定期抽取空氣樣本測試以監察在硬金電鑄過程中釋出的有害氣體，如酸氣(HCl)、氨氣(NH<sub>3</sub>)、氮氧化物(NO, NO<sub>2</sub>)、硫化物(SO<sub>2</sub>)等。我們位於武漢的廠房更在製金液車間和後處理車間設立實時監察系統。

除致力減低生產過程中廢氣排放外，我們亦致力減低其他源頭的排放。

Respective data of other types of emissions	其他種類排放數據
Nitrogen oxides emissions (NO <sub>x</sub> ): 0.6 tonnes	氮氧化物排放量：0.6 公噸
Sulphur oxides emissions (SO <sub>x</sub> ): 0.3 tonnes	二氧化硫排放量：0.3 公噸





## 6. Our Environment 環境保護

### 6.4 Water Resources Management

Jewellery refining processes involve the use of water for polishing, and chemical substances containing slight traces of heavy metals for moulding, which also lead to the production of both acidic and alkaline wastewater. Our typical approach towards the management of wastewater is to first consider recycling means, then through proper treatment and disposal of the wastewater where recycling is not an option.

To reduce the volume and level of pollution of the wastewater discharge, two approaches are adopted when we manage our wastewater. Highly polluted liquids are treated before discharge while less polluted liquids are treated and recycled. Processes are in place at our factories to neutralise the acidic liquid produced from electroforming process of hard gold. Organic pollutants generated from ultrasonic cleaning process will be handled by biochemical or chemical treatments.

For wastewater recycling, the Group makes use of chemicals (PAM, PAC and sodium hydroxide) to facilitate the precipitation process of gypsum effluent. Gypsum water can be recycled after filtration module of pressure filter. Also, in the Gold Plating Division where we manufacture gem-set jewellery, liquid filters are used to purify the cleansing water from recycling of gold plating.

Our Chow Tai Fook Jewellery Park in Wuhan has installed a real-time surveillance system which is connected to Wuhan Environmental Protection Bureau for monitoring of sewage discharge.

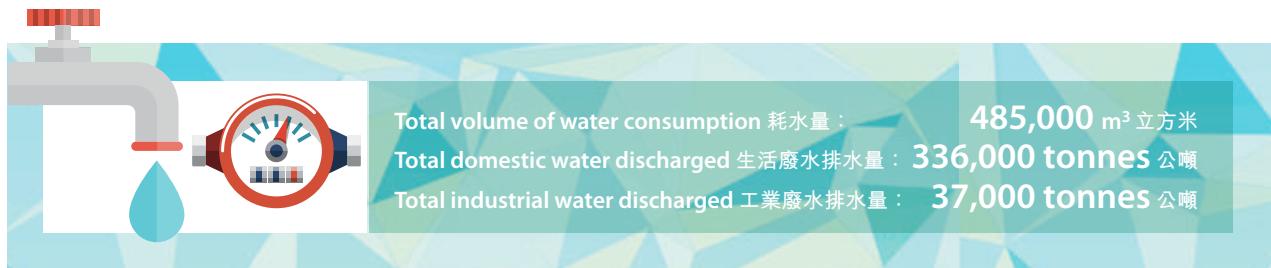
### 6.4 用水管理

珠寶精製過程中需要用水打磨，以及使用含有微量重金屬的化學品進行倒模，這些程序均會產生酸性和鹼性廢水。我們一般處理廢水的做法是先考慮重用，若不可循環再用則會適當地處理和排放廢水。

為減少廢水的排放量和污染程度，我們在處理廢水時採用兩種方法。重度污染的液體會先經處理然後排放，而輕度污染的液體則處理後再用。廠內已設有管制流程，處理中和硬金電鑄工序產生的酸性液體，而超聲波清洗工序中產生的有機污染物則會以生化或化學方式處理。

在廢水再用方面，本集團利用化學品（PAM、PAC及燒鹼）令石膏粉加速沉澱，使用壓濾機過濾倒模後的石膏廢水以循環再用。另外，在生產珠寶鑲嵌首飾的電金部門，我們會利用藥液過濾器淨化電金清洗水循環再用。

武漢的周大福珠寶文化產業園已裝有實時監測系統，連接武漢市環境保護局以便監察廢水排放。



## 6.5 Waste Management

General waste created at our offices and POS are collectively managed by licensed operators who are responsible for the collection and disposal of waste such as unrecyclable papers, food waste and daily consumables. Other waste items such as flat batteries, LED lights and cleaning agent bottles etc. will be collectively managed by property management and disposed by authorised operators.

General waste created at our facilities will be managed similarly by our facility management team. Types of industrial waste generated during the manufacturing process include waste items containing highly acidic and alkaline residuals, wastes containing lead, inorganic cyanide waste and waste organic solvents. Our process also generates traces of waste mineral oils, surface treatment waste and mercury. All hazardous wastes are stored inside secured containers placed within well-ventilated hazardous waste storage areas for no longer than one year and removed from the location when the storage is nearing its maximum capacity. We also exercise precaution in the locational design of the waste storage facilities to minimize the level of nuisance or negative impact caused as an inconvenience to neighbouring community.

## 6.5 廢物管理

在辦公室和零售點產生的一般廢物會由持牌營辦商收集處理，營辦商負責收集和棄置不可回收的紙張、廚餘和日常消耗品等廢物。其他廢物如耗盡電量的電池、LED燈和清洗劑膠瓶等，則會一併由物業管理處理並經由授權的營辦商棄置。

一般廢料會由各設施的管理組負責處理。生產過程中會產生含強酸強鹼殘渣的垃圾、含鉛廢物、無機氰化物廢物及有機溶液廢料等工業廢料以及會產生微量廢料礦物油、表層處理廢料和汞。所有有害廢料會存放在密封的容器不會多於一年，並放置在通風良好的有害廢料存放區，當存放區將近飽和時再移離當地。我們在設置廢料存放設施時亦會加倍謹慎，確保對鄰近社區造成的滋擾或不便等負面影響減至最低。

**Hazardous waste** 有害廢棄物：

**160 tonnes** 公噸

**Packaging materials used** 已用包裝物料：

**280 tonnes** 公噸

**Recycled materials (Paper)** 回收物料(紙張)：

**26,000 kg** 公斤

**Recycled materials (Ink Cartridge)** 回收物料(碳粉盒)：

**1,800 pieces** 盒



# 7. Our Community

## 社區參與

### 7.1 Employment and Economic Development in Local Community

We have a large scale of jewellery production and sales business. With operation centres located in Hong Kong and Mainland China, we have supported local economies through the employment of local staff and purchases from local suppliers where possible. By fully capitalising on local staff and suppliers' familiarity with local markets and culture, we create a win-win situation in promoting local economic development and identifying the most suited talents for local market and sales.

During the year, we engaged and worked with social enterprises and participated in the "Social Enterprise Executive Development (SEED) Experimental Program" launched by Hong Kong Productivity Council, to establish job and training programmes for creating opportunities for underprivileged groups.

Our collaboration with Youth Outreach provides the opportunity to underprivileged young people to participate in the preparation of our annual spring dinner's venue decoration and stage management. The opportunity is an invaluable experience for those with aspirations in stage management for their future careers.

In the upcoming years, we seek to further broaden our experience programmes with other social enterprises in order to extend opportunities to a wider range of groups in the society.

### 7.2 Education and Preservation of Culture and Craftsmanship

Craftsmanship is highly valued in Chow Tai Fook and has been our differentiating competitive edge in the industry. Preservation of craftsmanship and innovating our business with new technologies are equally valued. We have carried out numerous measures to preserve craftsmanship while integrating it with opportunities brought along by new technologies in production.

We established the Chow Tai Fook Jewellery Cultural Centre and the Chow Tai Fook Jewellery Creative Centre in Shunde to organise jewellery exhibitions with various themes. Customers, members, partners and chambers of commerce are invited to the exhibitions for better understanding and appreciation of the skills in jewellery craftsmanship.

For cultivating more talents within the jewellery industry, we organised various programmes in co-operation with educational institutions. Examples include the career orientation programme of the Education Bureau of Hong Kong and training programmes of vocational training schools in Wuhan and Shunde.

### 7.1 本土聘用、發展經濟

我們的珠寶生產、銷售業務規模龐大，在香港和中國內地均設有營運中心，盡可能聘用當地員工、向當地供應商取貨，支持本土經濟。我們全面運用當地員工和供應商，倚仗他們對當地市場和文化的認識造就雙贏局面，不僅帶動本土經濟發展，亦可尋得最合適的人才應對當地市場和銷售。

年內，我們委聘社會企業及參與由香港生產力促進局主辦的社企商界互惠「種籽聯盟」體驗計劃，與社企合作推行職業和培訓計劃，為弱勢社群創造機會。

我們與協青社合作，為弱勢的年輕人提供機會參與我們春節週年晚宴的場地佈置和舞台製作。對有志於從事舞台製作的年輕人實屬難能可貴的機會。

未來數年，我們會致力與其他社企合作進一步拓展我們的體驗計劃，為社會更多階層人士帶來機遇。

### 7.2 教育及承傳文化與工藝

周大福講究工藝，令我們在行內脫穎而出，而利用多方科技創新業務亦同等重要。為在業務轉型至新科技的同時保存工藝訣竅，我們採用多項措施保留工藝，使之融入新生產科技帶來的機遇中。

我們在順德成立了周大福珠寶文化中心及周大福珠寶創意中心，以不同主題舉辦珠寶展，邀請和招待顧客、會員、合作夥伴和商會等來了解和欣賞珠寶工藝。

我們致力為珠寶界培育更多人才，就此我們與多間教育機構攜手舉辦不同的活動，舉例有香港教育局的職業生涯導向計劃和武漢、順德訓練先導學校的培訓課程。



Numerous scholarship programmes were established with numerous tertiary institutions, namely North Eastern University, Liaoning University, North China Electric Power University, Guilin University of Technology, Anhui Technical College of Industry and Economy, China Central Academy of Fine Arts, South China Agricultural University and Shandong University, to cultivate more professionals of the jewellery industry in Greater China.

我們在多家專上院校設有多項獎學金，包括東北大學、遼寧大學、華北電力大學、桂林科技大學、安徽工業經濟職業技術學院、中央美術學院、華南農業大學及山東大學，培育大中華區更多珠寶業專才。

### 7.3 Contribution and Support to the Neighbourhood

Under the "Do Good" programme, we reshape our corporate social responsibility initiatives in a more systematic structure to enhance the efficiency of our community involvement.

We support community welfare in general and are particularly focused on providing support to children and youth who are underprivileged or suffering from certain disabilities or sickness, providing care and support to the elderly. We are also actively engaged in rising emergency relief funds where the need arises.

By proactively organising and participating in various community activities, we seek to maintain partnerships with charitable organisations to better address the needs of our community. Our partners include UNICEF, Youth Outreach, Hong Chi Association, Oxfam, and numerous reputable regional charities in Mainland China, Hong Kong and in areas where we operate.

We also encourage our employees to participate in community services. To support and reward our volunteers, voluntary work leave is provided and the CTF Voluntary Service Award Scheme is established.

### 7.3 回饋社會支援社區需要

在「Do Good」計劃下，我們重訂企業社會責任的方針，以更有系統的架構提升社區參與的效率。

我們總體支持社會公益事業，尤其關注向弱勢或患有殘疾的兒童和青少年提供援助，關懷長者。我們亦在有需要時積極支援災難應變基金，解困紓憂。

我們積極舉辦和參與社區活動，與慈善機構保持緊密的合作夥伴關係，更有效地回應社區所需。我們的合作夥伴包括聯合國兒童基金會、協青社、匡智會、樂施會及多家於中國內地、香港及我們經營所在地區具聲望的地區慈善組織。

我們亦鼓勵員工參與社區服務。為支持和表揚義工身體力行，我們提供義工假期和設立周大福義工嘉許計劃服務獎。

#### Donations and sponsorships

In addition to serving the community through charity events and volunteering, we also support various causes by means of monetary donations or sponsorships. During the year, we donated a total amount of HKD10.8 million mainly for scholarships, youth development and other charitable causes for the underprivileged.

#### 捐獻及贊助

除透過公益活動及義務工作為社區服務外，我們亦有捐獻或贊助支持不同的公益活動。年內我們捐出合共約10.8百萬港元，主要為獎學金，及用於支持青年發展及其他為弱勢人士而設的公益活動。





## 7. Our Community 社區參與

## Community engagement events highlights 慈善公益活動花絮

## UNICEF “China Children’s week 2017 Little Artists Big Dream Drawing Competition”

## 聯合國兒童基金會「中國兒童周 2017：小畫家大夢想繪畫比賽」



In May 2017, Chow Tai Fook sponsored UNICEF’s “China Children’s Week 2017 — Little Artists Big Dream Drawing Competition” for the fifth consecutive year. Nearly 1,000 children joined us at the Victoria Park and produced artworks of which the proceeds from the sale of these artworks are used to provide for the healthcare of underprivileged children in rural areas in Mainland China. We sponsored HKD800,000 to the event and our community services team assisted with the logistics and fund raising. This meaningful and fun-filled event aims to create a family-friendly atmosphere for families in Hong Kong while helping children in need in poor rural regions.

於2017年5月，周大福連續5年贊助聯合國兒童基金會的「中國兒童周2017：小畫家大夢想繪畫比賽」，近1,000名兒童在維園攜手製作勞作，將銷售勞作籌得的款項向中國內地山區的貧困兒童提供醫療援助。我們贊助是項活動800,000港元，而我們的社區服務小組亦協助物流和籌款。透過此具意義和歡樂的活動，為香港家庭創造家庭友善的氣氛，同時幫助貧困山區的無依兒童。

## Youth Outreach Territory – Wide Flag Day 2016

## 協青社全港賣旗日2016年



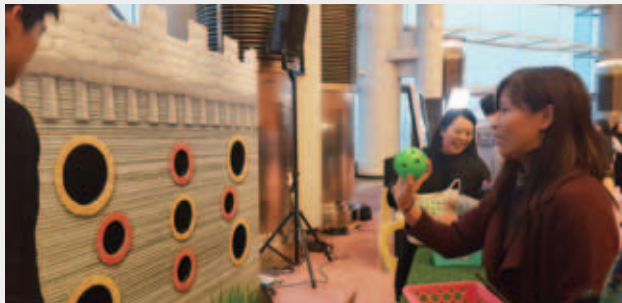
On 27 August 2016, around 590 employees and their family, together with members in our management team, supported the “Youth Outreach” flag selling event at various locations in Hong Kong, including Causeway Bay, Tsim Sha Tsui, Mong Kok, Tsuen Wan, Shatin, and Tuen Mun. With a mission to assist at-risk youth to grow into responsible members of our community, Youth Outreach’s mission coincides with Chow Tai Fook’s “Do Good Feel Good” mentality to show care to those in need. We hope to spread our love from our team, families and communities through the participation in this meaningful event.

於2016年8月27日，約590名員工連同其家屬與管理層攜手在香港包括銅鑼灣、尖沙咀、旺角、荃灣、沙田、屯門等多個地區參與協青社的賣旗活動。協青社以幫助邊緣青年成為社會富責任感的一份子為己任，正好與周大福「Do Good Feel Good」、扶弱助困的精神不謀而合。我們希望藉著參與是項富有意義的活動，將愛心從我們的團隊、家人和社區發揚開去。



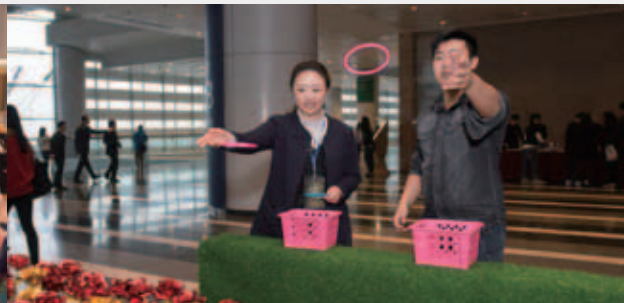


### “Do Good” fund raising for Youth Outreach



The Chow Tai Fook Annual Dinner 2017 was held successfully on 22 February 2017 at the Hong Kong Convention and Exhibition Centre. In addition to the annual celebration of the hard work of our staff, we have taken the opportunity to meet our business partners and guests and to raise funds for those in need. With “Happiness Kingdom” as the theme of the night, we wish to promote an idea that helping others is the key to achieving happiness. There were around 300 tables of guests and employees participated in the event, and three “Do Good Feel Good” game booths were set up. For each person who participated in the games, we would donate HKD50 to Youth Outreach for their community programmes. A total of HKD300,000 was raised during the night and all proceeds were donated to Youth Outreach.

### 「Do Good」為協青社籌款



周大福2017週年晚會於2017年2月22日順利在會展舉行，答謝員工辛勤工作，並借此機會與業務夥伴和賓客會面，以及為有需要的人士籌款。當晚活動以「快樂王國」為題，希望宣揚助人為快樂之本的精神。大約有300圍賓客和員工參與是次活動，並設有三個「Do Good Feel Good」慈善攤位遊戲，我們為每一名參與遊戲的人士捐出50港元予協青社，供其社區活動之用，當晚合共為協青社籌得300,000港元。

### Beach cleaning with Environmental Protection Department



In recent years, floating refuse in harbour water and refuse on beaches have drawn much public attention and have caused marine pollution. In response to the beach cleanup activity to keep Hong Kong's shorelines clean, which is initiated by the Environmental Protection Department of the HKSAR Government, we participated in the Shorelines Cleanup Day at Po Chue Tam in Tai O in March 2017. Our volunteers helped collect and recycle refuse left on the beach. Through this activity, we are keen to play our part in preventing accumulation of refuse at the beach and educating our staff on the environmental benefits of keeping our shorelines clean.

### 與環境局清理海灘



近年，港口的浮游垃圾及海灘廢物已引起公眾關注，造成海洋污染。為響應香港特區政府環境局推行的清潔海灘計劃，保持香港海岸線清潔，我們在2017年3月參加了大澳寶珠潭的海岸清理日。我們的義工幫助執拾和回收海灘垃圾。透過是次活動，我們樂於伸出援手，預防海灘堆積垃圾，並教育員工保持海岸清潔對環境的益處。



# Sustainability Awards, Recognitions And Memberships

## 可持續發展獎項、嘉許及會員身份

Major awards and recognitions received by Chow Tai Fook	周大福榮膺的主要獎項與嘉許
Bank of China (Hong Kong) and Federation of Hong Kong Industries — BOCHK Corporate Environmental Leadership Awards 2015	中銀香港及香港工業總會 — 中銀香港企業環保領先大獎 2015
<ul style="list-style-type: none"> <li>EcoChallenger</li> <li>5 Years + EcoPioneer</li> </ul>	<ul style="list-style-type: none"> <li>環保優秀企業</li> <li>5年+參與環保先驅</li> </ul>
Corporate Governance Asia — 12 <sup>th</sup> Corporate Governance Asia Recognition Awards 2016 — The Best of Asia — Asia's Outstanding Company on Corporate Governance	亞洲企業管治 — 第十二屆亞洲企業管治年度嘉許大獎 2016 — 亞洲傑出企業 — 最佳亞洲企業管治
Diamond Empowerment Fund — Diamonds Do Good Award (Community Development Award)	鑽石力量慈善基金會 — 鑽石行善大獎(社區發展獎)
Environment Bureau — Charter on External Lighting	環境局 — 戶外燈光約章
GS1 Hong Kong — Consumer Caring Company 2016	香港貨品編碼協會 — 貼心企業 2016
Hong Kong Investor Relations Association — HKIRA Investor Relations Awards (Certificate of Excellence)	香港投資者關係協會 — 香港投資者關係大獎(卓越獎)
Hong Kong Management Association — 2016 Best Annual Reports Awards (Best New Entry)	香港管理專業協會 — 2016年最佳年報獎(最優秀新參賽年報獎)
Hong Kong Productivity Council — The 7 <sup>th</sup> Hong Kong Outstanding Corporate Citizenship Award (Merit Award — Enterprise Category)	香港生產力促進局 — 第七屆香港傑出企業公民獎(優異獎 — 企業組別)



Awards and recognitions received by Chow Tai Fook	周大福榮膺的獎項與嘉許
<p>Institutional Investor — 2016 All-Asia (ex-Japan) Executive Team Rankings (Consumer/Discretionary sector)</p> <ul style="list-style-type: none"> <li>• Most Honored Company — Third Place</li> <li>• Best Investor Relations — Third Place (Nominated by the buy side and sell side)</li> <li>• Best Investor Relations — Third Place (Nominated by the sell side)</li> <li>• Best CEO — Second Place — Kent Wong (Nominated by the sell side)</li> <li>• Best Investor Relations Professional — Third Place — Danita On (Nominated by the buy side and sell side)</li> <li>• Best Investor Relations Professional — First Place — Danita On (Nominated by the sell side)</li> <li>• Best Website — First Place (Nominated by the buy side and sell side)</li> </ul>	<p>Institutional Investor — 2016年度 All-Asia Executive Team (不包括日本) 排行榜 (非必須消費品類別)</p> <ul style="list-style-type: none"> <li>• 最受尊崇公司 — 第3名</li> <li>• 最佳投資者關係公司 — 第3名 (由買方及賣方分析員提名)</li> <li>• 最佳投資者關係公司 — 第3名 (由賣方分析員提名)</li> <li>• 最佳行政總裁 — 第2名 — 黃紹基 (由賣方分析員提名)</li> <li>• 最佳投資者關係專員 — 第3名 — 安殷霖 (由買方及賣方分析員提名)</li> <li>• 最佳投資者關係專員 — 第1名 — 安殷霖 (由賣方分析員提名)</li> <li>• 最佳網站 — 第1名 (由買方及賣方分析員提名)</li> </ul>
The Hong Kong Council of Social Service — Caring Company	香港社會服務聯會 — 商界展關懷
World Green Organisation and United Nations Sustainable Development Goals — Green Office Label and Better World Company Label 2016	世界綠色組織及聯合國可持續目標 — 2016年度綠色辦公室及環球愛心企業標誌



# Appendix: HKEx ESG Reporting Guide Content Index

## 附錄：香港聯交所環境、社會及管治報告內容索引

The following content index is prepared in accordance with the ESG Reporting Guide as set out in Appendix 27 of the Listing Rules of the HKEx.

本內容索引乃根據香港聯交所上市規則附錄27《環境、社會及管治報告指引》編製而成。

Indicators 指標		Section 章節
<b>A. Environmental 環境</b>		
<b>Aspect A1: Emissions 層面 A1：排放物</b>		
General Disclosure 一般披露	Disclosure statement 披露聲明	Section 6 — Our Environment 第6章 — 環境保護
KPI A1.1	The types of emissions and respective emissions data 排放物種類及相關排放數據	6.3 Air Emissions and Management 廢氣排放及管理
KPI A1.2	Greenhouse gas emissions in total 溫室氣體總排放量	6.1 Green Facilities and Carbon Management 綠色設施及排碳管理
KPI A1.3	Total hazardous waste produced 所產生有害廢棄物總量	6.5 Waste Management 廢物管理
KPI A1.4	Total non-hazardous waste produced 所產生無害廢棄物總量	6.5 Waste Management 廢物管理
KPI A1.5	Measures to mitigate emissions and results achieved 減低排放量的措施及所得成果	6.3 Air Emissions and Management 廢氣排放及管理
KPI A1.6	How hazardous and non-hazardous wastes are handled, reduction initiatives and results achieved 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	6.5 Waste Management 廢物管理



Indicators 指標		Section 章節
<b>Aspect A2: Use of Resources</b> 層面 A2：資源使用		
General Disclosure 一般披露	Disclosure statement 披露聲明	Section 6 — Our Environment 第 6 章 — 環境保護
KPI A2.1	Direct and/or indirect energy consumption by type 按類型劃分的直接及／或間接能源	6.2 Energy Management and Use of Resources 能源管理及資源運用
KPI A2.2	Water consumption in total 總耗水量	6.4 Water Resources Management 用水管理
KPI A2.3	Energy use efficiency initiatives and results achieved 能源使用效益計劃及所得成果	6.2 Energy Management and Use of Resources 能源管理及資源運用
KPI A2.4	Water efficiency initiatives and results achieved 提升用水效益計劃及所得成果	6.4 Water Resources Management 用水管理
KPI A2.5	Total packaging material used for finished products 製成品所用包裝材料的總量	6.5 Waste Management 廢物管理
<b>Aspect A3: The Environment and Natural Resources</b> 層面 A3：環境及天然資源		
General Disclosure 一般披露	Disclosure statement 披露聲明	Section 6 — Our Environment 第 6 章 — 環境保護
KPI A3.1	The significant impacts of activities on the environment and natural resources and the actions taken to manage them 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	6.2 Energy Management and Use of Resources 能源管理及資源運用
<b>B. Social</b> 社會		
<b>Aspect B1: Employment and Labour Practices</b> 層面 B1：僱傭		
General Disclosure 一般披露	Disclosure statement 披露聲明	5.1 Employment 僱傭 5.3 Employee Welfare 員工福祉
KPI B1.1	Total workforce by gender, employment type, age group and geographical region 按性別、僱傭類型、年齡組別及地區劃分的僱員總數	5.1 Employment 僱傭
KPI B1.2	Employee turnover rate by gender, age group and geographical region 按性別、年齡組別及地區劃分的僱員流失比率	5.1 Employment 僱傭





## Appendix 附錄

Indicators 指標		Section 章節	
Aspect B2: Health and Safety 層面 B2：健康與安全			
General Disclosure 一般披露	Disclosure statement 披露聲明	5.2	Health and Safety 健康及安全
KPI B2.1	Number and rate of work-related fatalities 因工作關係而死亡的人數及比率	5.2	Health and Safety 健康及安全
KPI B2.2	Lost days due to work injury 因工傷損失工作日數	5.2	Health and Safety 健康及安全
KPI B2.3	Occupational health and safety measures 職業健康與安全措施	5.2	Health and Safety 健康及安全
Aspect B3: Development and Training 層面 B3：發展及培訓			
General Disclosure 一般披露	Disclosure statement 披露聲明	5.4	Training and Development 培訓及發展
KPI B3.1	The percentage of employees trained by gender and employee category 按性別及僱員類別劃分的受訓僱員百分比	Planned for disclosure in future sustainability report 計劃於未來可持續發展報告披露	
KPI 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	Partially Reported 部份匯報： 5.4 Training and Development 培訓及發展	
Aspect B4: Labour Standards 層面 B4：勞工準則			
General Disclosure 一般披露	Disclosure statement 披露聲明	5.1	Employment 僱傭
KPI B4.1	Measures to review employment practices to avoid child and forced labor 檢討招聘慣例的措施以避免童工及強制勞工	5.1	Employment 僱傭
KPI B4.2	Steps taken to eliminate such practices when discovered 在發現違規情況時消除有關情況所採取的步驟	5.1	Employment 僱傭
Aspect B5: Supply Chain Management 層面 B5：供應鏈管理			
General Disclosure 一般披露	Disclosure statement 披露聲明	4.3	Supply Chain Management 供應鏈管理
KPI B5.1	Number of suppliers by geographical region 按地區劃分的供應商數目	4.3	Supply Chain Management 供應鏈管理
KPI B5.2	Practices relating to engaging suppliers and number of suppliers 有關聘用供應商的慣例及供應商數目	4.3	Supply Chain Management 供應鏈管理



Indicators 指標		Section 章節	
Aspect B6: Product Responsibility 層面 B6：產品責任			
General Disclosure 一般披露	Disclosure statement 披露聲明	4.1	Responsible Marketing 負責任的市場推廣
		4.2	Product Responsibility 產品責任
KPI 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	4.2	Product Responsibility 產品責任
KPI B6.2	Number of products and service related complaints received and how they are dealt with 接獲關於產品及服務的投訴數目以及應對方法	4.4	Service Quality 服務質素
KPI 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	3.3	Respect for Intellectual Property 尊重知識產權
KPI B6.4	Description of quality assurance process and recall procedures 描述質量檢定過程及產品回收程序	4.2	Product Responsibility 產品責任
KPI B6.5	Consumer data protection and privacy policies 消費者資料保障及私隱政策	4.1	Responsible Marketing 負責任的市場推廣
Aspect B7: Anti-corruption 層面 B7：反貪污			
General Disclosure 一般披露	Disclosure statement 披露聲明	3.1	Highly Ethical Business Practices 以德為本的營商操守
		3.1	Highly Ethical Business Practices 以德為本的營商操守
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 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	3.1	Highly Ethical Business Practices 以德為本的營商操守
KPI B7.2	Preventive measures and whistle-blowing procedures 防範措施及舉報程序	3.1	Highly Ethical Business Practices 以德為本的營商操守
Aspect B8: Community Investment 層面 B8：社區投資			
General Disclosure 一般披露	Disclosure statement 披露聲明	Section 7 — Our Community 第 7 章 — 社區參與	
		Section 7 — Our Community 第 7 章 — 社區參與	
KPI B8.1	Focus areas of contribution 貢獻的重點範疇	Section 7 — Our Community 第 7 章 — 社區參與	
KPI B8.2	Resources contributed to the focus area 在重點範疇所動用資源	7.3	Contribution and Support to the Neighbourhood 回饋社會支援社區需要



## About This Report

This is the second standalone sustainability report published by Chow Tai Fook Jewellery Group Limited, an electronic version of which is available for download on the our corporate website (<http://corporate.chowtaifook.com/en/cg/sdreport.php>) and the Stock Exchange of Hong Kong respectively.

This report is made with reference to the Environmental, Social and Governance Reporting Guide of the Stock Exchange of Hong Kong. It mainly covers the information of our principal subsidiaries from 1 April 2016 to 31 March 2017. The report focuses on illustrating aspects with important impacts on or opportunities for the Group and its stakeholders, including business practice, customer service, staff benefits, environmental protection and community involvement. This report shall be read in conjunction with the 2017 Annual Report of Chow Tai Fook Jewellery Group Limited for further details of the Group's sustainable development, including strategic planning, corporate governance and business performance, as well as the inclusion of its social responsibilities in its strategic planning and business operation.

You are welcome to comment on the report and the Group's sustainable development via email at [ir@chowtaifook.com](mailto:ir@chowtaifook.com).

## 關於本報告

本報告為周大福珠寶集團有限公司第二次獨立發表的可持續發展報告，其電子版本可於公司網站(<http://corporate.chowtaifook.com/tc/cg/sdreports.php>)和香港聯合交易所網站下載。

本報告參考了香港聯合交易所有關環境、社會及管治報告指引而編撰，主要涵蓋集團旗下主要附屬公司由2016年4月1日至2017年3月31日期間的資訊。報告集中闡述對本集團及持份者而言有重大影響或機遇的範疇，包括營商操守、顧客服務、員工關懷、環境保護和社區參與。本報告應與周大福珠寶集團有限公司2017財政年度的年報一併閱讀，以了解更多關於本集團可持續發展的資料，包括策略規劃、企業管治和業務表現，以及集團在策略規劃和業務營運之中對企業社會責任的考慮。

歡迎閣下發送電郵到 [ir@chowtaifook.com](mailto:ir@chowtaifook.com)，對本報告和本集團的可持續發展表現提出意見。