

周大福

CHOW TAI FOOK

Chow Tai Fook Jewellery Group Limited  
周大福珠寶集團有限公司

Stock Code 股份代號: 1929

Sustainability Report 2018  
可持續發展報告 2018

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## About this Report 關於本報告

### Reporting Period and Standards

This sustainability report presents the environmental, social and governance (“ESG”) approach, initiatives and performance of Chow Tai Fook Jewellery Group Limited (“Chow Tai Fook” or the “Company”, collectively called the “Group” with its subsidiaries) in this financial year from 1 April 2017 to 31 March 2018 (“FY2018”). It was endorsed by the Board of Directors (the “Board”) on 7 June 2018.

This report is prepared in accordance with the ESG Reporting Guide (“ESG Guide”) as set out in Appendix 27 of the Listing Rules of the Stock Exchange of Hong Kong Limited (“HKEX”). Our Content Index, which is part of our sustainability report, outlines how we meet the “comply or explain” provisions and address the recommended disclosures of the ESG Guide.

### Scope of the Report

This report covers the sustainability performance of the Group for FY2018. The information disclosed in this report covers the Group’s core and material business units<sup>(1)</sup> in Mainland China, Hong Kong and Macau, including a total of 4 production hubs, 1 headquarter, 11 regional offices and 2,548 points of sale (“POS”). Where content covers a different reporting scope, the specific scope is indicated in the respective sections of this report. This report shall be read in conjunction with the 2018 Annual Report of Chow Tai Fook, in particular the Corporate Governance section therein. This report will only be disseminated via electronic means, and is available on our Group website (<http://corporate.chowtaifook.com/en/cg/sdreports.php>) and the website of the HKEX.

### We Value Your Feedback

We welcome your comments on this report and our approach to sustainability. Please share your feedback and suggestions with us via email at [ir@chowtaifook.com](mailto:ir@chowtaifook.com).

### 報告期及報告準則

本可持續發展報告呈報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」)在2017年4月1日至2018年3月31日(「2018財政年度」)的環境、社會及管治方面的方針、措施與表現。本報告已於2018年6月7日獲董事會採納。

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。我們的內容索引是可持續發展報告的一部分，簡介了我們如何遵照《環境、社會及管治報告指引》「不遵守就解釋」條文，並對建議披露作出的回應。

### 報告範圍

本報告涵蓋本集團在2018財政年度的可持續發展表現。本報告披露的資料涵蓋本集團於中國內地、香港及澳門的核心和重要業務單位<sup>(1)</sup>，包括4個生產基地、1個集團總部、11個地區辦公室和2,548個零售點。若特定內容涵蓋不同的報告範圍，已在本報告的相關部分特別註明。本報告應與周大福2018年報(尤其是當中的「企業管治」章節)一併閱讀。本報告僅以電子方式發放，並可於集團網站(<http://corporate.chowtaifook.com/tc/cg/sdreports.php>)及香港聯交所網站查閱。

### 我們重視 閣下的意見

我們歡迎 閣下就本報告與本集團的可持續發展方針提出意見。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)。

(1) This report does not include the information of offices and POS in other markets including Taiwan, Korea, Japan, Singapore, Malaysia and the United States

(1) 本報告並不包括於台灣、韓國、日本、新加坡、馬來西亞和美國等其他市場的辦公室和零售點的資料

## Chairman's Message 主席的話

“ We value our heritage and strive to preserve and promote craftsmanship, nurture innovation and embed our “Do Good” spirit in our corporate culture. We are proud to share our progress over the past year in delivering on our commitment to integrate sustainability into our business and interactions with our stakeholders.

我們重視集團的悠久歷史，致力保存和推廣匠心工藝，同時培育創意，並把「Do Good」精神深植於我們的企業文化。我們很高興向大家分享過去一年如何實踐承諾，把可持續發展融入我們的業務及與各持份者溝通上的進展。”



### Our “Smart+ 2020” Strategic Framework

In FY2018, we consolidated our overall strategy and direction under the “Smart+ 2020” strategic framework in response to the multiple disruptive changes in the market landscape. The goal of this three-year “Smart+ 2020” strategic work plan is to align the Group to deliver exceptional customer experiences that create long-term differentiation and loyalty. We focus on five key areas of work — Products and Brands, Retail Experience, Customisation, Insights, and Culture — each of which is underpinned by a firm commitment to innovation, technology and sustainability.

Our commitment to sustainability involves responsibly managing our operations and supply chain and contributing to the sustainable evolution of both our business and our community. We encourage the efficient use of economic, social and environmental resources while being mindful of our responsibility to society and creating shared value with our stakeholders and in the community.

### 我們的「Smart+ 2020」策略框架

在2018財政年度，我們把整體策略和業務方向整合於「Smart+ 2020」策略框架內，以順應市場多方面的蛻變。這項為期三年的「Smart+ 2020」策略框架之目標，是要向顧客提供非凡的購物體驗，從而締造長期的獨特性和忠誠度。我們專注於五大關鍵工作 — 產品和品牌、零售體驗、定制、見解及文化 — 各方面都堅持以創新、科技與可持續發展承諾為基礎。

我們的可持續發展承諾包括有責任地管理我們的業務和供應鏈，並對我們的業務與所身處的社區的可持續進程作出貢獻。我們鼓勵有效地運用經濟資源、社會資源和環境資源，同時緊記我們對社會的責任，並與我們的持份者以及社區人士建立共同的價值觀。



## Preserving Craftsmanship and Nurturing Innovation

The pursuit of excellence in craftsmanship is reflected in the quality of our products. This is made possible with the artisanal spirit of perseverance and passing down of knowledge and experience to the next generation.

One of our significant projects since 2014 was the "Ancient Chinese Gold Techniques" Research Project. In collaboration with the Shaanxi Institute for Preservation of Cultural Heritage, the Art Museum of The Chinese University of Hong Kong and the Conservation Office of the Leisure and Cultural Services Department of Hong Kong, our goal was to preserve and inherit ancient Chinese gold jewellery and traditional techniques. This research project combined technology, archaeology, art history and experiments to examine and reconstruct several major ancient goldsmith techniques. An exhibition showcasing the achievements of the research project was held and open to the general public during FY2018 to promote the preservation and inheritance of traditional techniques.

Preserving traditional craftsmanship and fostering creativity and innovation goes hand in hand at Chow Tai Fook. We are very excited about the establishment of Loupe, which is a new artistic incubation space located at PMQ, a place for creative lifestyle experiences in Hong Kong. This communal space seeks to inspire people through the art of jewellery, and to nurture the next generation of designers and artisans.

Loupe's design residency programme attracts both local and international talent, and our goal is that it will serve as an incubation space for new ideas, designs and artisans so as to nurture budding young talent for the sustainable development of the jewellery industry. Loupe also organises a range of public workshops and interactive sessions led by industry professionals.

Echoing the spirit of innovation and entrepreneurship, we established the "C+ Creative Park" in Chow Tai Fook Jewellery Park in Wuhan, Mainland China to support talent in technological development and promote entrepreneurial culture.

## 承傳工藝 孕育創新

我們的產品質素反映了對卓越工藝的追求。千錘百鍊的工匠精神和不斷承傳累積的知識和經驗，是達致卓越工藝的根基。

我們其中一項重點項目，是自2014年開始與陝西省文物保護研究院、香港中文大學文物館及香港康樂及文化事務署文物修復辦事處合作的「中國古代黃金工藝研究」項目，目標是保存和傳承中國古代金飾及其傳統工藝。這研究項目結合科技、考古、藝術史和模擬實驗，對中國古代黃金工藝進行深入考察和復原嘗試。於2018財政年度內舉辦的一個展覽向公眾展示了該項研究計劃的成果，並推動傳統工藝的保育與承傳。

周大福在保存傳統工藝之餘，同時亦積極培育創意與革新精神。我們在位於香港主張創意體驗生活的元創方成立了一個全新藝術培育空間Loupe。這個共用空間旨在透過珠寶藝術啟發大眾，並培育新一代設計人才和工藝師。

Loupe的設計師駐場計劃亦吸引許多本地和國際人才。我們希望這計劃能提供培育新意念、新設計與工藝技師的創意環境，為珠寶業的可持續發展提拔新苗。Loupe還舉辦一系列讓公眾學習珠寶製作的工作坊，以及由業內專業人士主持的講座及研討會。

為倡導創新和創業精神，我們在中國內地武漢的周大福珠寶文化產業園設立「C+創意園」，培育科技發展人才，並促進創業文化。

## Recognising Our Effort

The benefits of upholding sustainable business practices are many — from happier employees and customers, to a reduced environmental footprint and a harmonious relationship with our community. During the financial year, our rewards also included accolades from our industry peers.

Chow Tai Fook was honoured to receive the Industry Innovation of the Year at JNA Awards 2017 for the CHOW TAI FOOK T MARK diamond brand. The new “4Ts” concept — traceable, truthful, thoughtful and transparent, is a breakthrough in the current industry practice by displaying to customers the complete life journey of a diamond from its source. Each T MARK diamond is inscribed with a marking by the Group's patented nano-inscription technology. The marking serves as a resume of the diamond with records of sourcing, cutting and polishing, marking, authentication, design and production, fulfilling customer demand for diamond authenticity and traceability.

## Our Sustainable Future

Sustainability is a journey and while we are proud of what we have achieved, we are focused on sustainably evolving our business. Our near-term priorities are to increasingly integrate our approach to sustainability into our day-to-day operations, as part of our “Smart+ 2020” strategic framework and strengthen our data analytics to measure and assess our progress and identify areas for improvement. I look forward to sharing even greater progress on our innovation and sustainability journey with you in the coming year.

**Dr. Cheng Kar-Shun, Henry**

*Chairman*

Hong Kong, 7 June 2018

## 我們的努力備受嘉許

秉持可持續發展的營商操守的好處多不勝數——由員工與顧客更加稱心滿意，至減低對環境的影響，以及與我們的社區建立和諧的關係。在本財政年度內，我們獲得不少嘉許，包括來自業界的讚譽。

周大福很榮幸在JNA大獎2017，憑藉周大福T MARK鑽石品牌榮獲年度創新企業大獎。該嶄新的「4Ts」概念——可尋、可信、可頌及可知，突破了行業慣例，從鑽石源頭開始向顧客展示鑽石完整的生命旅程。每顆T MARK鑽石均採用納米刻字專利技術刻上印記，簡要記錄該鑽石由採購、切割及打磨、印記、鑒證、設計至製造的過程，滿足顧客對追溯鑽石真品來源的需求。

## 可持續發展的未來

可持續發展是一個旅程。在我們對自己的成就感到自豪的同時，我們會繼續專注以可持續發展方式推動我們的業務。我們在短期內的首要目標，是進一步把我們的可持續發展方針融入日常營運，同時作為我們「Smart+ 2020」策略框架的一部分，並加強數據分析，以量度和評估進展，找出可改進優化之處。我期待在來年可與大家分享我們在創新和可持續旅程上的更大成就。

**鄭家純博士**

*主席*

香港，2018年6月7日

## About Chow Tai Fook 關於周大福

Chow Tai Fook Jewellery Group Limited (SEHK stock code: 1929) was listed on the Main Board of The Stock Exchange of Hong Kong in December 2011.

Founded in 1929, the Group's iconic brand "Chow Tai Fook" has been widely recognised for its trustworthiness and authenticity, and is renowned for its product design, quality and value. The success of the Group and its iconic brand is rooted in innovation, craftsmanship and heritage. The Group also holds other jewellery brands including CHOW TAI FOOK T MARK, Hearts On Fire, MONOLOGUE and SOINLOVE, which are the first examples of a long term multi-brand strategy rollout.

The Group's commitment to sustainable growth is anchored in its "Smart+" strategy, which is in place to promote long term innovation in the business, in people and in culture. Another asset underpinning sustainable growth is a sophisticated vertically integrated business model. This supports the Group by fostering excellence and extending opportunities along the entire value chain to communities and industry partners.

With an extensive retail network in Greater China, Korea, Japan, Singapore, Malaysia and the United States, and a fast-growing e-commerce business, the Group is implementing effective online-to-offline ("O2O") strategies to succeed in today's omni-channel retail environment.

### Our Achievements

Awards and recognitions that we received related to our sustainability performance are presented below. To see more of our achievements, please refer to page 47 of this report and Annual Report 2018.

### Awards and Recognitions 獎項和嘉許



Hang Seng Corporate  
Sustainability Index  
Series Member 2017-2018



周大福珠寶集團有限公司(香港聯交所股份代號：1929)於2011年12月在香港聯合交易所主板上市。

集團標誌性品牌「周大福」創立於1929年，被廣獲認同為信譽及正貨的象徵，並以產品設計、品質與價值聞名。集團及其標誌性品牌的成功植根於創新、工藝與傳承。集團亦制定長線多品牌發展策略，旗下擁有其他珠寶品牌包括周大福 T MARK、Hearts On Fire、MONOLOGUE與 SOINLOVE等首批具代表性品牌。

集團對可持續增長的承諾以「Smart+」策略為基礎，致力於業務、員工和文化推動長遠的創新發展。發展成熟的垂直整合業務模式為支撐集團可持續增長的另一優勢，在整個價值鏈中支持集團追求卓越，以及延伸商機至不同社區和行業合作夥伴。

集團擁有龐大的零售網絡，遍及大中華、韓國、日本、新加坡、馬來西亞與美國，並經營發展迅速的電子商務業務，能有效地執行線上線下策略，在現今的全渠道零售環境下成功突圍而出。

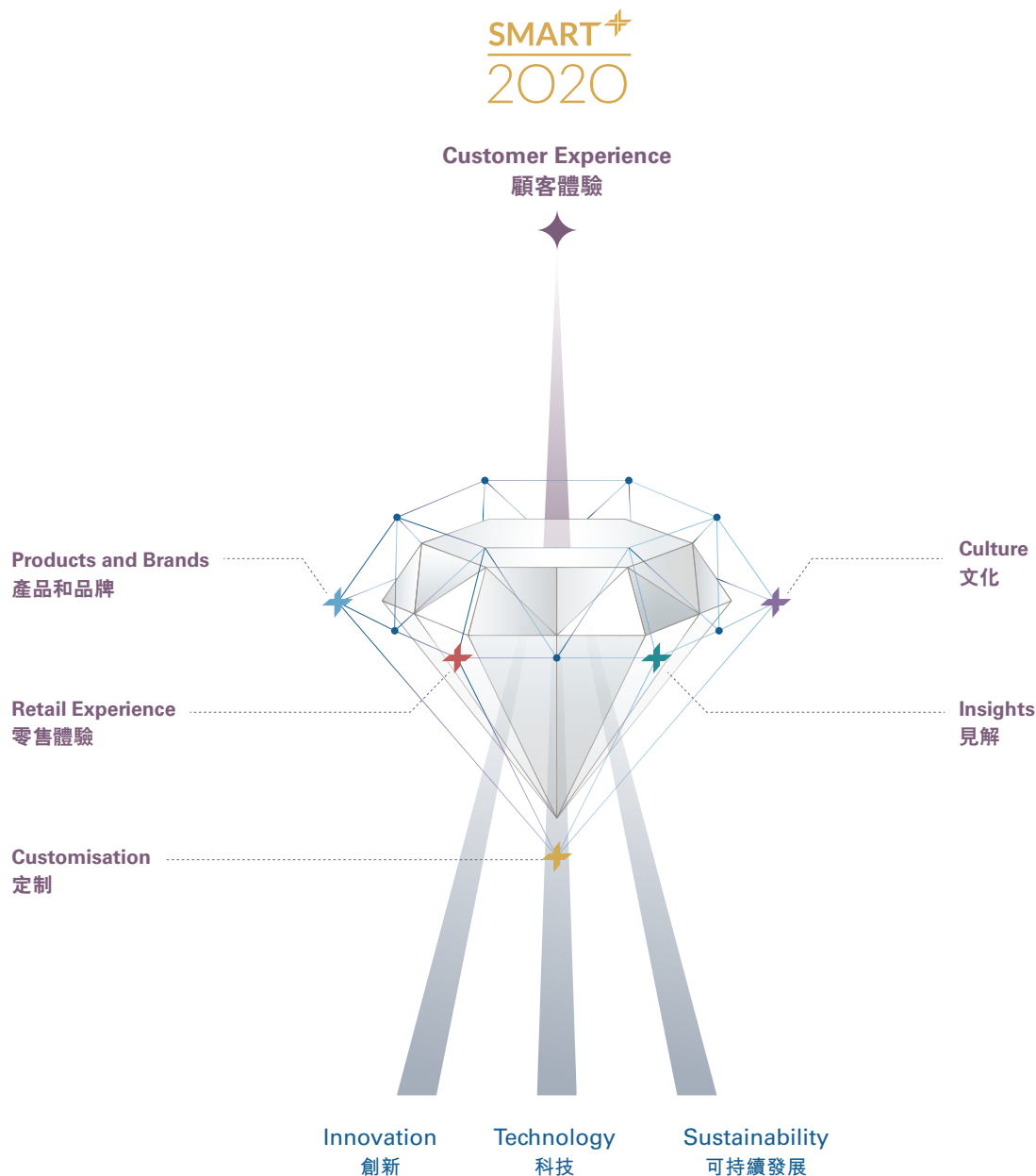
### 我們的成就

我們所獲有關可持續發展表現的獎項和嘉許如下。如欲進一步了解我們在這方面的成就，請參閱本報告第47頁和2018年報。

## “Smart+ 2020” Strategic Framework 「Smart+ 2020」策略框架

Our “Smart+ 2020” strategic framework is a three-year strategic work plan supported by our dedicated smart working teams, which are tasked with the delivery of each strategy from conception through to execution.

我們的「Smart+ 2020」策略框架是一個為期三年的策略性工作計劃，由專責的工作團隊推動，負責各項策略的構思以至執行。



In order to deliver exceptional customer experiences that create long-term differentiation and loyalty, we focus on five key areas of work, each of which is underpinned by a firm commitment to innovation, technology and sustainability.

我們專注於五大關鍵工作，各方面都堅持以創新、科技和可持續發展承諾為基礎，締造長期的獨特性和忠誠度，以提供卓越的顧客體驗。

The above-mentioned strategic framework allows our business to grow at a solid pace, which in turn provides continuous financial support for our initiatives, creating positive impact on our stakeholders.

上述的策略框架令我們的業務得以穩步發展，從而為我們的可持續發展措施不斷提供財政支援，為我們的持份者帶來更多裨益。

For the year ended 31 March 2018  
截至2018年3月31日止年度



## Economic Highlights 財務摘要

Revenue  
營業額

**HK\$59,156**  
million 百萬港元

Core operating profit  
主要經營溢利

**HK\$5,606**  
million 百萬港元

Dividend per share  
for the year\*  
每股全年股息\*

**57.0**  
HK cents 港仙

Earnings per share  
每股盈利

**40.9**  
HK cents 港仙

Including special  
dividend per share  
包括每股特別股息

**30.0**  
HK cents 港仙



## Retail Network 零售網絡

Mainland China  
中國內地

**2,449**  
POS 零售點

Other markets  
其他市場

**37**  
POS 零售點

Hong Kong and Macau  
香港及澳門

**99**  
POS 零售點



## Environmental and Social Highlights 環境及社會摘要

Total number of employees  
員工總數



**29,200+**  
people 人

Training and development  
培訓及發展



**800+**  
number of learning programmes  
進修課程數目

**710,000+**  
aggregate training hours  
培訓總時數

Giving back to society  
回饋社會



Donations 捐款  
**HK\$8,300,000**  
港元

Community service  
社區服務



**13,400+**  
hours 小時

Volunteer team members  
義工團隊人數



**6,000+**  
people 人

Electricity consumption  
耗電量



**93,200,000**  
Kwh 千瓦時

\* Being a total of full year dividend of HK270 cents per share and special dividend of HK30.0 cents per share. The proposed final and special dividends of HK45.0 cents per share which are subject to the approval of shareholders at the forthcoming annual general meeting

\* 包括每股全年股息27.0港仙和每股特別股息30.0港仙，建議每股末期及特別股息共45.0港仙須待股東在本公司應屆股東週年大會上批准

# Our Approach to Sustainability

## 周大福的可持續發展方針

Our approach to implementing sustainability is outlined in the following diagram with details set out in subsequent sections of this Sustainability Report and Annual Report 2018.

以下的圖表簡介我們落實可持續發展策略的方針，詳情可參閱本可持續發展報告相關部分和2018年報。



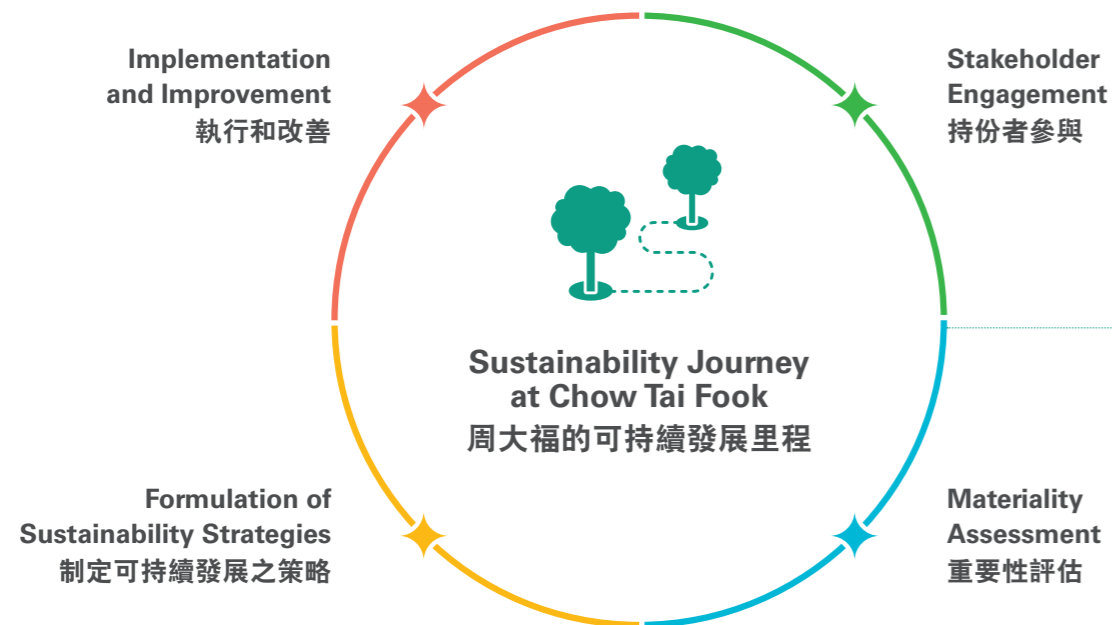


## Our Sustainability Journey

We see sustainability as a continuous journey consisting of four key components: stakeholder engagement, materiality assessment, the formulation of sustainability strategies as well as implementation and improvement. These key elements are reviewed and updated regularly in a continuous effort to improve our sustainability performance.

## 我們的可持續發展里程

我們視可持續發展為一個永續的旅程，當中包含四大元素：持份者參與、重要性評估、制定可持續發展之策略，以及執行和改善。這些元素會被定期檢討與更新，以不斷改善我們的可持續發展表現。



## Stakeholder Engagement

By engaging with our stakeholders, we can enhance our sustainability initiatives by focusing on issues of importance to our stakeholders and create shared value for all in our business operations. Examples of communication channels with stakeholders include Group websites, business association activities and conferences, Chow Tai Fook Club newsletter and members activities, staff satisfaction survey, staff grievance mailbox, investor meetings, non-deal roadshows, media interviews, community activities, etc. The subsequent table identifies our key stakeholders and their primary areas of interest.

## 持份者參與

透過與持份者接觸，我們可聚焦於持份者重視的議題上，以提升本身的可持續發展措施，繼而在我們的所有業務運作中創造共同價值觀。與持份者溝通的渠道包括集團網站、商業協會活動及研討會、周大福會員通訊及會員活動、員工滿意度問卷調查、員工申訴郵箱、投資者會議、非交易路演、傳媒訪談、社區活動等。接下來的圖表列出我們的主要持份者以及其首要重視的範疇。

## Primary areas of interest 首要重視範疇



## Materiality Assessment






The material issues identified through stakeholder engagement are reviewed regularly by our Sustainability Committee and ongoing feedback from stakeholders is considered in how we address and report on these issues. Our material issues are presented below and how we address these issues and our related performance is provided in this report.

## 重要性評估

透過與持份者溝通而認定的重要議題，會由我們的可持續發展委員會定期審視，我們在決定如何處理和匯報這些議題時，會考慮持份者持續發表的意見。我們的重要議題呈列如下，本報告亦會列出我們如何處理這些議題及我們的相關表現。

## Results of Materiality Assessment

### 重要性評估結果

 <b>Ethical Business Practices</b> 營商操守	
<ul style="list-style-type: none"> <li>• Anti-corruption, e.g. fraud and money laundering</li> <li>• Positive industry development</li> <li>• 反貪腐，例如舞弊及洗黑錢</li> <li>• 正面行業發展</li> </ul>	
 <b>Our Customers</b> 顧客服務	 <b>Our People</b> 員工關懷
<ul style="list-style-type: none"> <li>• Ethical sourcing</li> <li>• Supply chain management</li> <li>• Quality control</li> <li>• Intellectual property rights</li> <li>• Quality services</li> <li>• Transparent pricing</li> <li>• Responsible marketing</li> <li>• Customer privacy and personal information</li> </ul>	<ul style="list-style-type: none"> <li>• Occupational health and safety</li> <li>• Employee remuneration and benefits</li> <li>• Workforce diversity, e.g. gender, age, ethnicity</li> <li>• Employee well-being</li> <li>• Training and development</li> <li>• 職業安全及健康</li> <li>• 員工薪酬和福利</li> <li>• 職場多元化，例如性別、年齡、種族</li> <li>• 員工身心健康</li> <li>• 培訓及發展</li> </ul>
 <b>Our Environment</b> 環境保護	 <b>Our Community</b> 社區參與
<ul style="list-style-type: none"> <li>• Energy and greenhouse gas emission management</li> <li>• Air emissions management</li> <li>• Water resources management</li> <li>• Waste management</li> <li>• 能源和溫室氣體排放管理</li> <li>• 廢氣排放管理</li> <li>• 用水管理</li> <li>• 廢物管理</li> </ul>	<ul style="list-style-type: none"> <li>• Preserving craftsmanship and nurturing innovation</li> <li>• Caring community</li> <li>• 承傳工藝 孕育創新</li> <li>• 社區關懷</li> </ul>

## Formulation of Sustainability Strategies

We believe that it is important that our sustainability initiatives align with our business strategies and corporate values. During the financial year, our focus was to reinforce the initiatives of the “Smart+ 2020” strategic framework in our business operations.

One of the core areas in the “Smart+ 2020” strategic framework is “Culture”. We developed a range of initiatives to support this, including a series of programmes to promote and preserve traditional craftsmanship, the establishment of new artistic incubation space, Loupe, to support the new generation of jewellery designers, and the “Ancient Chinese Gold Techniques” Research Project to promote the appreciation of jewellery to the public. Refer to the Community section and subsequent sections for details of other initiatives and our performance.

## Implementation and Improvement

We are committed to continuously improving our sustainability performance measurement and reporting, which in turn improves our communication and engagement with our stakeholders.

In FY2018, we focused on improving the reporting process as we believe an effective reporting process is key to evaluating our performance and driving enhancement action plans based on quality information and communication. We have standardised and enriched our quarterly reports provided to the Sustainability Committee to facilitate its review and planning of our sustainability initiatives.

## 制定可持續發展之策略

我們深信可持續發展方案必須與我們的商業策略和公司價值觀保持一致。在本財政年度內，我們的焦點是在我們的業務營運中加強「Smart+ 2020」策略框架的各項行動。

「Smart+ 2020」策略框架的其中一項核心範疇是「文化」。我們開展了一系列的行動去支持文化發展，包括多項推廣和保存傳統工藝的項目、成立全新藝術培育空間Loupe以栽培新一代的珠寶設計師，以及「中國古代黃金工藝研究」項目，藉此向大眾推廣珠寶工藝鑑賞。詳情請參閱本報告的「社區參與」章節，或往下的段落了解其他相關計劃和我們的表現。

## 執行和改善

我們致力於不斷改善衡量和匯報我們的可持續發展表現，從而優化我們與持份者的溝通和聯繫。

在2018財政年度，我們集中改善匯報程序，因為我們相信有效的匯報程序是衡量我們表現的關鍵，亦是推動建基於優質資訊和溝通的優化行動之關鍵所在。我們已規範化和加強了提供可持續發展委員會的季度報告，以便其檢討和策劃我們的可持續發展方案。

# Corporate Governance 企業管治

## Principles

Our corporate governance framework is guided by the “4Ts” concept of being Traceable, Truthful, Thoughtful and Transparent. The same set of principles is also applied in managing various issues relating to our environmental, social and governance practices. These support the Group to better achieve our strategic objectives for the sustainable evolution of our business.

## 原則

我們的企業管治框架以「4Ts」概念：可尋、可信、可頌、可知作為指導方針。同一套原則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成可持續增長和發展的策略目標。

Enhance accountability via institutionalised structures and measures to drive better utilisation of resources and fulfillment of stakeholders' interests  
通過制度化的架構和措施加強問責，以更有效運用資源和實現持份者的利益

### TRACEABLE 可尋

### TRANSPARENT 可知

Implement transparent disclosures and constructive dialogues to foster genuine mutual understanding with stakeholders  
透過透明公開的披露和建設性對話，徹底促進與持份者的相互了解

### TRUTHFUL 可信

Uphold long-established culture of integrity to safeguard the fundamental interests of stakeholders and build trusting relationships with them  
堅持長久建立的誠信文化，保障持份者的基本利益及彼此建立互信關係

### THOUGHTFUL 可頌

Embrace leaders with independent mindset, versatile expertise and business acumen who steer our long-term pursuit for sustainable business growth and attainment of common values with stakeholders  
推舉具獨立思維、擁有全面的專業知識和商業頭腦的領袖，帶領我們長期追求可持續的業務增長和實現持份者的共同價值觀

## Framework

We have developed a systematic framework for managing our corporate governance, covering stakeholder relations, board governance and corporate management. More details can be found in our Corporate Governance section in Annual Report 2018.



Scan the QR code to refer to our Corporate Governance section in Annual Report 2018  
掃描二維碼參閱2018年報內的「企業管治」章節

## Continuous improvement

To maintain our high standard of corporate governance, we focus on continually improving our engagement with stakeholders, the Board's role and function and its oversight of our business strategy, actions and performance. Priorities of the Board that support our continuous improvement are highlighted below.

### Stakeholder relations

- Attaining better alignment of values and interests by interactive engagements with a wider spectrum of stakeholders.

### Board governance

- Striking a balance between tradition and innovation, and preserving core values of the Group at all times while implementing changes to adapt to the fast-changing business environment.
- Striving to enhance the diversity of the Board to bring along comprehensive considerations in forming Board decisions.
- Investing in advanced technologies and infrastructure that can generate sustainable value for the Group and our stakeholders in the long run.

### Corporate management

- Producing more timely and insightful performance analytics, enables better evaluation of operational effectiveness, the optimisation of corporate resources, and the exploration and capture of business opportunities.
- Enhancing the organisational and management structure such that Group policies are standardised for centralised control while regional units have considerable autonomy which facilitates the dynamic and effective operation and evolution of our business.
- Integrating the reporting and communication of risk profiles and mitigation plan evaluation into our risk management framework, strengthening accountability at all levels of management and enabling informed decisions to be made which balance efficiency and risk control.

## 框架

我們訂立了一套系統性的企業管治框架，涵蓋持份者關係、董事會管治和企業管理。詳情可參閱2018年報內的「企業管治」章節。

## 持續優化

為了維持我們高水平的企業管治，我們致力持續改善與持份者的關係、加強董事會的角色和功能，以及其對商業策略、行動與表現的監督。董事會支持持續優化的首要事項詳列如下。

### 持份者關係

- 與更多不同界別的持份者互動溝通，以尋求彼此認同的價值觀及平衡各方利益。

### 董事會管治

- 在傳統和創新中取得平衡，持續堅守本集團核心價值的同時，推陳出新以順應瞬息萬變的業務環境。
- 致力提高董事會的多元化，以助董事會決策時能有全面的考慮。
- 投資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。

### 企業管理

- 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、企業資源是否用得其所，並探索和捕捉市場機遇。
- 優化組織和管理架構，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，可因地制宜靈活運作，推進業務發展。
- 將匯報和溝通風險形勢及緩解計劃評估納入我們的風險管理框架，加強各級別管理層問責制度，在效率和風險控制上取得平衡，知而後決。

## Sustainability Governance

Our established governance structure oversees, provides direction and monitors and reviews our performance to ensure the effective delivery of our sustainability commitments.

### Management structure, roles and responsibilities

Throughout our Group, we have assigned roles and responsibilities to the Board and within our management structure to effectively adopt a two-way communication flow that enables a top-down setting of strategic direction for the Group and a bottom-up implementation, monitoring, reporting and analysis of actions and performance, as outlined in the table below.

## 可持續發展管治

我們已建立的管治架構督導、指引、監察和審視我們的表現，以確保有效地達成我們的可持續發展承諾。

### 管理架構和職能分工

在本集團內，董事會和管理架構皆有指定的職能分工，確保有效地採用雙向溝通模式，一方面把公司的策略方針從上而下地傳達開去，同時將執行和監察各項行動和表現進行分析和呈報結果，如下圖所述。





## Ethical Business Practices

### 營商操守

We regard honesty, integrity and fair play as core values that must be upheld by all directors and staff at all times. Any malpractice related to bribery, extortion, fraud or anti-money laundering are strictly prohibited within the Group.

We have the following measures to safeguard against unethical practices:

#### Regular Reviews and Updates

The executive office and the legal department monitor new regulations applicable to our Group, while staying alert to relevant notices from relevant authorities and industry news, to evaluate the implications of such new regulations to the Group and our business.

#### Policies and Procedures

We have policies and procedures to ensure all directors and staff are well informed of expected ethical conduct, including:

- **Code of Conduct**

Sets out the basic standard of conduct expected of all directors and staff, and the Group's policy on the acceptance of advantage and the handling of conflict of interest when dealing with the Group's business.

- **Anti-Money Laundering Policy**

Stipulates that any form of participation in or assistance in money laundering or other financial offenses is strictly prohibited.

- **Anti-Fraud Policy**

Sets out the Group's expectations for honesty, integrity and fair play in all interactions of and between staff and other business partners, including contractors and suppliers, and details what constitutes fraudulent behaviour and how we address and mitigate fraud risk.

- **Purchasing Policy**

Sets out clear procedures and requirements for our procurement, tendering, assessment and selection processes for suppliers to prevent misconduct and corruption.

我們認為誠實、廉潔和公平是所有董事和員工必須時刻謹守的核心價值，本集團內嚴禁一切賄賂、勒索、舞弊和反洗黑錢等不當行為。

我們有下列措施以防範有違道德操守的行為：

#### 定期檢討及更新

行政部和法務部監察適用於本集團的新法規，同時密切留意有關當局的通知，以及來自業界的訊息，以評估這些新法規對集團和我們業務的影響。

#### 政策及程序

我們設有相關的政策與程序，確保所有董事和員工都清楚知道他們應遵循的道德操守，包括：

- **紀律守則**

列明所有董事與員工應遵守的基本行為準則，以及在處理本集團事務時應遵守有關收受利益和申報利益衝突的政策。

- **反洗黑錢政策**

訂明嚴禁以任何形式參與或協助洗黑錢或其他金融罪行。

- **反舞弊政策**

訂明在所有員工之間，以及與承辦商和供應商等業務合作夥伴之往來間，集團對誠實、廉潔和公平行為的期望，並詳細列舉足以構成舞弊的行為，以及我們如何應對和緩減舞弊風險。

- **採購政策**

對我們的採購、招標、評估及挑選供應商的過程訂立清晰的程序與要求，以防範不當行為和貪污。

Our policies and procedures outline training requirements, processes for continuous monitoring to ensure compliance, as well as mechanisms for reporting and responding to any potential issues or incidents, and for the regular review and update of the policies and procedures.

## Training

We conduct training sessions for our staff to strengthen their knowledge of compliance and corporate governance. Training covers risk management, intellectual property rights, personal data privacy and the promotion of a culture of integrity, which includes preventive measures against corruption and money laundering.

## Whistleblowing System

We provide a confidential channel to encourage employees to raise concerns on suspected frauds and other misconduct within the Group without retaliation.

## Adherence to Industry Standards

We adhere to international industry codes of practice, including the Kimberley Process Certification Scheme, the "Best Practice Principles" of De Beers, the "Code of Practices" of Responsible Jewellery Council and other local industry codes, such as the "Code of Practice for the Jewellery Retail Sector" of the Hong Kong Consumer Council.

我們的政策與程序列明培訓要求、持續監察合規的程序、通報和回應任何潛在問題或事故的機制，以及定期檢討和更新政策與程序的機制。

## 培訓

我們為員工舉行培訓班，以加強他們對遵守規章和企業管治的了解。培訓內容包括風險管理、知識產權、個人資料私隱，以及提倡誠信文化，包括防預貪污和洗黑錢的措施。

## 舉報機制

我們提供保密渠道，鼓勵員工對集團內懷疑舞弊事項及其他不當行為提出關注，並不會遭受報復。

## 遵循行業標準

我們遵循國際認可的行業行為守則，包括金伯利流程認證計劃、De Beers的《最佳執業守則》、責任珠寶業委員會的《從業準則》，以及其他本地行業守則，例如香港消費者委員會的《珠寶零售業營商實務守則》。



### Code of Practices ("COP") of the Responsible Jewellery Council ("RJC") 責任珠寶業委員會(「RJC」)的《從業準則》

The RJC is a not-for-profit, standard setting and certification organisation. RJC launched its COP, to address human and labour rights, environmental impact, mining practices and product disclosure, among other important issues in the jewellery supply chain. RJC members commit to and are independently audited against the COP.

We have been admitted as a member of the RJC since 2010, in recognition of our compliance with the COP.

責任珠寶業委員會是一個制訂標準和發出認證的非牟利組織，該會推出其從業準則，以處理在珠寶供應鏈上的人權、勞工權益、環境影響、採礦行為、產品披露及其他重要議題。責任珠寶業委員會會員承諾遵守《從業準則》，並就《從業準則》接受獨立審核。

我們自2010年起已成為責任珠寶業委員會之會員，確認我們遵循其行為守則。



### "Code of Practice for the Jewellery Retail Sector" of the Hong Kong Consumer Council 香港消費者委員會的《珠寶零售業營商實務守則》

In 2017, the Hong Kong Consumer Council together with a number of industry associations, launched the new code of practice for the Jewellery Retail Sector. It sets out best practice for jewellery retailers in areas including product quality assurance, advertising and promotion, customer service, fair competition and intellectual property rights.

Some of our senior management are committee members of major industry associations to help promote the practice to the industry.

在2017年，香港消費者委員會與多個行業組織為珠寶零售業推出新的營商實務守則，訂出珠寶零售商在多個範疇的最佳實踐，包括產品質量保證、廣告與推廣、顧客服務、公平競爭和知識產權等。

我們的部分高層管理人員在多個主要業界聯會擔任委員，協助在業內推動這些最佳實踐。

During the financial year, there were no legal cases regarding corrupt practices that were brought against the Group, nor our employees.

在本財政年度內，本集團及我們的員工並無涉及任何有關貪污行為的法律案件。

## Our Customers 顧客服務

A piece of jewellery is more than just a product for many of our customers. It could be a very precious gift which will be passed on from generation to generation. Our customers have high expectations for the quality of our products and services and we ensure that all the jewellery purchased by our customers is sourced, produced and sold in a sustainable and responsible manner.

對我們許多顧客而言，珠寶並不單純只是一件商品，而是他們珍而重之的瑰寶，能世代傳承。顧客對於我們的產品和服務質素期望甚高，故此我們要確保顧客購買的所有珠寶首飾，皆以可持續發展和負責任的方式採購、生產和銷售。

### Key steps and initiatives for meeting customer expectations along our value chain 在我們的價值鏈上滿足顧客期望的關鍵步驟和行動



## Sourcing

Our sustainable practices start at the very beginning of our value chain — sourcing.

### Ethical sourcing

- We conduct stringent inspections on sources of diamonds to ensure that they meet the criteria of the Kimberley Process Certification Scheme (“KPCS”), meaning that they are not “conflict diamonds”.
- By complying with the KPCS, we ensure our diamonds are ethically sourced and we endeavour to make this information available to our customers. For example, we introduced CHOW TAI FOOK T MARK diamond brand to reinforce our initiatives to ensure our diamonds are natural and ethically sourced.

## 採購

我們的可持續發展歷程，由我們的價值鏈開端 — 原料採購開始。

### 道德採購

- 我們對於鑽石的來源進行嚴謹檢驗，確保它們符合金伯利流程認證計劃的標準，並不是「衝突鑽石」。
- 透過遵循金伯利流程認證計劃，我們可確保購入的鑽石均以合乎道德的方式採購，而我們致力讓顧客得悉此等資訊。例如我們推出周大福 T MARK 鑽石品牌，以進一步確保我們的鑽石天然唯真，來源可靠。



#### What are conflict diamonds and the KPCS? 甚麼是衝突鑽石與金伯利流程認證計劃？

Conflict diamonds are sometimes called “blood diamonds” and are often associated with child and forced labour. KPCS imposes extensive requirements on its members to enable them to certify shipments of rough diamonds as “conflict-free” and prevent conflict diamonds from entering the global supply chain.

衝突鑽石又名「血鑽」，通常與童工和強制勞工有關。金伯利流程認證計劃對其會員實施嚴謹的要求，令他們得以證明所輸出的鑽石毛坯屬「不涉衝突」鑽石，以防止衝突鑽石流入全球供應鏈。



#### T MARK — Trace the life journey of a diamond T MARK — 追溯鑽石的生命旅程

Each CHOW TAI FOOK T MARK diamond is inscribed with a “T MARK” marking by Chow Tai Fook’s patented technology. The marking, essentially a set of unique serial numbers, traces the journey of each stone from sourcing to production, and representing a trustworthy promise of sincerity, faith and belief. The marking is just 5 nanometers wide, equivalent to 1/20,000 of the thickness of fingerprint, and can only be seen with the 150X Chow Tai Fook Diamond Viewer.

周大福 T MARK 運用創新的專利技術，為每顆美鑽賦予一個可追溯的專屬編碼，主動向顧客披露 T MARK 美鑽由採購至製成鑽飾的生命旅程，並幻化為真、誠、信的真摯承諾。這個專利印記厚度只有 5 納米，相等於指紋厚度的 1/20,000，需要用周大福鑽石鑒賞儀放大 150 倍鑒賞。

## Supply chain management

During the year, we engaged with and managed suppliers from different regions:

Mainland China  
中國內地

**5,650**

suppliers 供應商

Hong Kong and Macau  
香港及澳門

**1,450**

suppliers 供應商

Other markets  
其他市場

**270**

suppliers 供應商

- We maintain a high standard for our suppliers to ensure our products are responsibly sourced and that responsible practices are adopted by our suppliers.
- Our suppliers shall comply with the Assessment Standards of the Supplier Conduct, which contains detailed requirements for different aspects including labour rights, environmental standards and anti-money laundering. We carry out regular assessments to monitor the sustainability performance of our suppliers.

## 供應鏈管理

在年內，我們採用及管理來自不同地區的供應商：

- 我們對供應商有極度嚴格的要求，以確保我們的產品是以負責任的方式採購得來，而供應商亦採取負責任的營商方式。
- 我們的供應商必須符合供應商行為考核準則，包括各方面的要求，例如勞工權益、環保標準和反洗黑錢等。我們會定期進行評核，以監察供應商的可持續發展表現。

## Production

We aim to produce the high-quality products for our customers by using premium raw materials, leveraging technology for better efficiencies, and creating products that remain safe to wear for many years.

### Quality control

- Internally, we have established testing centres to ensure only qualified products that meet our safety standards are sold to customers.
- All of our testing centres and the quality management systems of our factories are certified by professional accreditation organisations.
- Externally, we conform with third-party inspection standards advocated by industry associations to further enhance customer confidence in our products. Our products meet the following industry standards.

## 生產

我們致力為顧客製造優質的產品，透過採用優質原材料，並善用科技來提高效率，確保製造出既安全且適宜長期佩戴的產品。

### 品質監控

- 對內方面，我們設立檢測中心以確保只有符合我們安全標準的優質產品方可售予顧客。
- 我們所有檢測中心和於廠房的質量管理系統，均獲得專業認證機構的認可。
- 對外方面，我們遵守業界團體倡導的第三方檢測標準，以進一步提高顧客對我們產品的信心。我們的產品符合以下的業界標準。

Testing Centres/ Quality Management System 檢測中心/質量管理體系	Certification 認證	Organisation 機構
Shenzhen, Wuhan and Shunde — Precious Metal Testing Centre 深圳、武漢及順德 — 貴金屬檢測中心	CNAS-CL01 (equivalent to ISO/IEC 17025: 2005 certification) CNAS-CL01認證 (等同ISO/IEC 17025: 2005國際級水平的認證)	China National Accreditation Service for Conformity Assessment ("CNAS") 中國合格評定國家認可委員會
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 硬玉質翡翠鑑證認可資格	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」
All production hubs — Quality management systems of our factories 所有生產基地 — 廠房質量管理體系	ISO9001 certificate of quality management system ISO9001質量管理認證標準	The International Organization for Standardization 國際標準組織

## Gem-set jewellery 珠寶鑲嵌首飾



### Natural Diamond Quality Assurance Mark<sup>1</sup> 天然鑽石品質保證<sup>1</sup>

Ensure our diamond products are not "artificial", "man-made" or "synthetic"  
確保我們的鑽石產品並非「人工」、「人造」或「合成」



### Natural Jade Quality Mark<sup>2</sup> 天然翡翠標誌<sup>2</sup>

Ensure the original structure and colour  
of our jade products have not been altered  
確保我們的翡翠產品之原來結構和色澤沒有被改變

## Gold products 黃金產品



### Quality Gold Mark<sup>2</sup> 優質足金標誌<sup>2</sup>

Ensure our gold products meet  
the fineness requirement  
確保我們的黃金產品的成色符合標準

Issued by the following third-party organisations:

- The Diamond Federation of Hong Kong, China
- The Hong Kong Jewellers' and Goldsmiths' Association and The Kowloon Pearls, Precious Stones, Jade, Gold and Silver Ornament Merchants Association

由下列的第三方機構發出：

- 香港鑽石總會
- 香港珠石玉器金銀首飾業商會及九龍珠石玉器金銀首飾業商會

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

在本財政年度內，並無產品因健康及安全問題而須進行重大回收。

## Intellectual property rights

Safeguarding intellectual property rights ("IP") is of paramount importance to the jewellery industry. The originality of products and reputation of the brand are critical to customers when making purchasing decisions. We take all issues related to IP very seriously as we want to ensure our customers' rights are protected.

We have the following measures to safeguard our IP:

- Regularly review and update the Policies for IP Registration and Approval Procedures to ensure that our brands, designs and technology are properly registered. As at 31 March 2018, we have registered over 800 IP, including trademarks, designs and patents, in Greater China.

## 知識產權

維護知識產權對珠寶業來說尤其重要。當顧客在決定購買珠寶首飾時，產品的原創性和品牌的聲譽是非常重要的考量，我們對所有關於知識產權的事項都非常認真處理，以確保顧客的權益獲得保障。

我們採取以下措施來維護我們的知識產權：

- 定期檢討和更新知識產權註冊制度和審批流程，確保我們的品牌、設計和技術都已妥善註冊。於2018年3月31日，我們已在大中華註冊了超過800項知識產權，包括品牌商標、外觀設計和專利。

### Examples of our registered IP 已註冊知識產權的例子



#### SOINLOVE

Our new brand launched in 2017 to tap Mainland China's affordable luxury bridal jewellery market 我們於2017年推出的新品牌，以開拓中國內地的輕奢侈婚嫁珠寶市場



MONOLOGUE

#### MONOLOGUE

Our new brand launched in 2016 to address the trendsetting millennials' demand in Mainland China 我們於2016年推出的新品牌，針對崇尚潮流品味的中國內地千禧一代的需求



CHOW TAI FOOK T MARK

#### CHOW TAI FOOK T MARK 周大福 T MARK

Our new diamond brand launched in 2016 to fulfil customer demand and expectations for true diamond authenticity and transparency 於2016年推出嶄新鑽石品牌，以滿足顧客對追溯鑽石真品來源的需求與期望



#### Bao Bao Family 福星寶寶

Our in-house designed product line 我們自家設計的產品系列

- Comply with laws and regulations related to IP that are relevant to our business. We strictly prohibit our staff and suppliers from copying our original designs and creations as stipulated in our employee handbook.
- Provide regular training for our staff to raise their awareness of IP rights and understanding of relevant regulations.
- Support the "No Fakes Pledge" Scheme launched by the Intellectual Property Department of the HKSAR Government, which is committed to ensuring that retailers do not sell or deal in counterfeit or pirated goods.
- 遵守與我們業務有關的知識產權法律和規例。我們在員工手冊明確規定，嚴禁員工和供應商抄襲我們的原創設計和創作。
- 為員工提供定期培訓，提高他們對知識產權的意識，並明瞭相關的法規。
- 支持香港特區政府知識產權署推出的「正版正貨承諾」計劃，該計劃是為了確保零售商不會出售或買賣冒牌貨或仿製品。



## Customer Experience

We are committed to enhancing customer experience and protecting the interests of our customers.

### Quality services

- Frontline staff at our shops receive regular training to ensure they are knowledgeable of our product specifications and features and service etiquette.
- We also arrange monthly mystery shopper inspections on an in-house basis or in collaboration with industry associations including the Hong Kong Retail Management Association, our business partners such as shopping malls to review our sales service quality.
- During the financial year, approximately 3,600 mystery shopper inspections were conducted on our customer service.

### Transparent pricing

- Our Pricing Committee is responsible for formulating our pricing strategies and policies, which ensure our products are sold at reasonable market prices.
- We also introduced the revolutionary "Fixed Price" Policy to ensure our products are sold at fixed and clearly marked prices.

### Responsible marketing

- Customers are able to access all necessary product information and tips on caring for jewellery prior to making a purchase, for example, through our frontline staff, our Group websites, social media platforms and marketing collaterals.
- We provide customers with complete and clear information of our products during sales, and prohibit misleading advertising and sales practices.
- We developed internal guidelines and provide regular training to ensure our frontline staff comply with our policies on ethical sales practices.

### Customer privacy and personal information

- Customers' personal information may be collected through our membership programme, social media platforms and our Group websites.
- We have policies and procedures that ensure compliance with the laws and regulations in our respective regions, which govern the collection, use, accessibility, retention, correction and protection of customers' personal data.
- We send direct marketing information or materials to our customers only after obtaining their consent.

## 顧客體驗

我們致力提升顧客的購物體驗，保障顧客的權益。

### 優質服務

- 我們分店的前線員工會定期接受培訓，以確保他們清楚了解我們的產品規格、特色和服務禮遇。
- 我們亦每月安排神秘顧客巡查，包括由公司內部人員進行，亦與行業協會包括香港零售管理協會或業務夥伴如商場合作進行，以評核銷售服務的質素。
- 在本財政年度內，安排了約3,600名神秘顧客巡查評核我們的服務水平。

### 定價透明

- 我們的定價委員會負責制訂我們的訂價策略和政策，確保我們的產品以合理的市場價格出售。
- 我們亦推出了革命性的「一口價」政策，確保我們的產品以劃一和清晰的標價發售。

### 負責任的市場推廣

- 顧客在選購貨品前，可透過詢問我們的前線員工、瀏覽集團網站或社交平台，以及參閱其他宣傳單張等獲取一切所需的產品資料和保養珠寶的建議。
- 在行銷過程，我們向顧客提供完備和清晰的產品描述，並嚴禁採用誤導性的廣告或銷售手法。
- 我們制訂內部指引並提供定期培訓，確保前線員工遵守我們有關道德銷售的政策。

### 顧客私隱和個人資料

- 我們或會透過會員計劃、社交媒體平台和集團網站收集顧客的個人資料。
- 我們制訂了政策和程序，以監控顧客個人資料的收集、使用、查閱、儲存、更正及保障，確保已遵守當地相關法規。
- 我們在獲得顧客的同意後，才會向他們發出直接的推廣資訊和宣傳物品。

## After-sales Services

We continue to provide comprehensive after-sales services to meet our commitment that our jewellery items are long lasting and can maintain their quality over the long term with proper due care procedures.

### Return and Exchange Policy

- We provide continuous after-sales support to our customers. Clear guidelines and procedures on product return and exchange for products sold in Mainland China, Hong Kong and Macau are established and made available to customers in respective regions.
- Our shops provide clear information about our return and maintenance policies with a transparent list of complementary and fee-charging items accessible to customers.

### Valuing our customers' feedback

- We value customer feedback and provide multiple channels for comments and enquiries. Customers are encouraged to communicate with us via multiple channels, for example, our telephone hotline, enquiry e-mail and customer satisfaction surveys.
- We record customers' feedback and concerns in our customer relationship management system, which are handled by dedicated staff in our Customer Service Department.

## 售後服務

我們為顧客提供完善售後服務，細心護理他們的首飾，令首飾在適當的保養下歷久常新。

### 退貨及換貨政策

- 我們為顧客提供完善的售後服務。對於在中國內地、香港及澳門出售的貨品，我們訂立了有關退貨及換貨的清晰指引及程序，並明確告知當地的顧客。
- 我們的分店提供有關退貨及保養的清晰資訊，並清楚列明免費和收費事項。

### 重視顧客意見

- 我們重視顧客的意見，並提供多種渠道，讓顧客提出意見或查詢。我們鼓勵顧客透過多種渠道與我們溝通，例如電話熱線、查詢電郵和顧客滿意度問卷調查等。
- 我們在顧客關係管理系統內記錄顧客的意見和關注事項，交由我們客戶服務部的專責人員處理。

## Our People 員工關懷

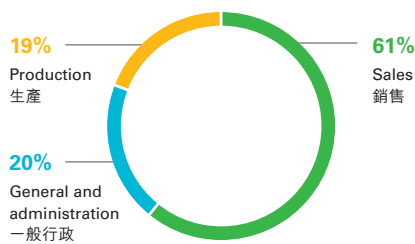
Our dedicated and skilled workforce is our biggest asset. We are committed to providing training and development opportunities for our people to enable them to reach their potential in a healthy, safe and respectful working environment.

盡責及富經驗的員工是我們的最大資產。我們致力為員工提供培訓和發展機會，令他們可在健康、安全和備受尊重的工作環境內發揮他們的潛能。

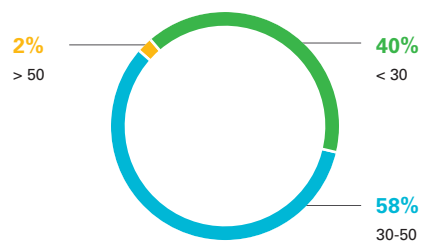
### Total number of employees 員工總數

**29,200+**  
people 人

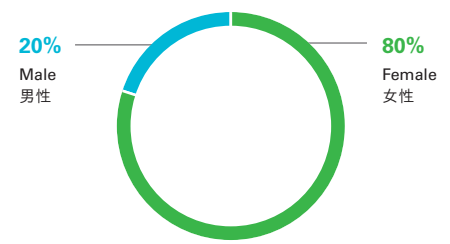
#### By function 按功能劃分



#### By age 按年齡劃分



#### By gender 按性別劃分



### Employee turnover rate 員工流失率

**29%**

	By function 按功能劃分		By age 按年齡劃分		By gender 按性別劃分	
	Function	Percentage	Age Group	Percentage	Gender	Percentage
Sales 銷售	Sales	29%	< 30	45%	Female 女性	28%
Production 生產	Production	32%	30-50	18%	Male 男性	32%
General and administration 一般行政	General and administration	26%	> 50	26%		

## Employment Practices

- We provide fair opportunities for recruitment, compensation, training, transfer and promotion to our staff regardless of their race, gender, age or religious beliefs.
- We strictly comply with applicable laws and regulations in our respective operating regions. During the financial year, there were no material legal cases regarding the breach of employment laws or regulations brought against the Group.
- We have outlined our principles or policies relating to compensation and dismissal, benefits and welfare, recruitment and promotion, occupational health and safety, prevention of child and forced labour, anti-discrimination, etc. in our employee handbook. We disseminate the handbook to all our staff to keep them well informed of our principles and policies.
- We welcome the opinion of our staff on how to continuously improve our policy. Various communication channels, such as our staff grievance mailbox and staff satisfaction survey, are implemented to gather feedback.

## 僱傭守則

- 不論任何種族、性別、年齡或宗教信仰的員工，我們均提供公平的招聘、薪酬、培訓、調遷和晉升機會。
- 我們嚴格遵守適用於當地的法律與規例。在本財政年度內，集團並無涉及任何有關違反僱傭法律或條例的訴訟。
- 我們在員工手冊內已列明與薪酬及解僱、福利、僱用和晉升、職業安全及健康、防止童工和強制勞工，以及反歧視等議題相關的原則和政策。我們向所有員工發放手冊，務求他們清楚知道此等原則和政策。
- 我們歡迎員工就如何不斷改善我們的政策提出意見。我們設立了多種渠道收集員工意見，例如員工申訴郵箱、員工滿意度問卷調查等。

### Staff Satisfaction Survey 2017 員工滿意度問卷調查2017

#### Purpose 目的

To understand staff perceptions on corporate culture, cross-functional collaboration effectiveness, remuneration and welfare, working environment, career development and training, etc.  
了解員工對公司文化、不同功能部門之間的合作效率、薪酬與福利、工作環境、事業發展和培訓等事項的看法。

#### Coverage 覆蓋範圍

>90% response rate from staff in Mainland China  
在中國內地的員工回應率超過90%

#### Key findings 主要結果

- There is a slight increase in overall employee satisfaction over the previous year.
- Critical success factors to boost staff's morale are mentorship and support, collaborative working teams and alignment of corporate value.

We shared the feedback and suggestions with relevant business divisions, and have addressed them through reviewing and improving our Group policies, training opportunities and remuneration packages.

- 整體的員工滿意度較上一年略為提高。
- 可以提高員工士氣的關鍵成功因素包括指導與支援、具合作性的工作團隊，以及對公司價值觀的認同感。

我們把這些意見和提議與各有關業務單位分享，並透過務實行動來回應這些意見，包括改善公司的制度和培訓機會、檢討薪酬待遇等。

## Occupational Health and Safety

The health and safety of our staff is always prioritised, as set out in our Occupational Safety and Health Policy, and we are committed to providing a safe and comfortable working environment.



### Raising occupational health and safety awareness

- Occupational Safety and Health Committee is established to advocate and oversee our occupational health and safety measures.
- Encourage staff within our factories to take the safety officer certification examination.
- Provide occupational health and safety training to our staff, covering a wide range of topics from ergonomics and handling chemical substances, to preventing and responding to spills, fire and evacuation incidents, etc.



### Providing a safe and comfortable working environment to our staff

- OHSAS 18001 : Occupational Health and Safety Management obtained in the production hubs in Wuhan and Shenzhen.
- Continuously implement our "Zero-Accident Programme" that includes regular inspections of our production hubs.
- Provide personal protective equipment for our production staff.
- Conduct regular assessment to review workflows and establish crisis and accident handling mechanisms.

In FY2018, we had zero work-related fatalities, 84 work-related injuries and 2,947 lost days due to work injury.

## 職業安全及健康

我們的職業安全健康政策明確列載員工的健康及安全為優先考慮，致力提供一個安全舒適的工作環境。

### 提升職業安全及健康的意識

- 成立職業安全及健康委員會，提倡及監督我們的職業安全及健康措施。
- 鼓勵廠房內員工考取安全主任證書。
- 為員工提供職業安全及健康培訓，培訓題材涵蓋廣泛，由認識人體工學、處理化學品，以至預防及應對傾瀉事件、火警及疏散演習等。

### 為員工提供安全舒適的工作環境

- 武漢及深圳生產基地已獲OHSAS 18001：職安健管理認證。
- 持續推行「零意外計劃」，包括定期巡查我們的生產基地。
- 為負責生產的員工提供個人保護裝備。
- 定期進行評估，以審視工作流程及設立危機與意外處理機制。

在2018財政年度，我們沒有與工作相關的死亡事故，工傷數目為84宗及因工傷而導致損失工作天共2,947日。



## Employee Well-being

Adopt friendly practices to cater for the well-being of our people helps boost morale and sense of belonging, which is core to the sustainability of our business.

### Employee benefits

- Benefits include annual leave, allowances, pensions, medical insurance, examination leave, paternity leave, gratuity leave, voluntary work leave, etc. We regularly review our employee benefit package in response to suggestions obtained from our staff survey.
- Family-friendly measures to meet staff's family needs:
  - Special leaves include wedding leave and birthday leave
  - Breastfeeding rooms at our offices
  - In-house counsellors and a 24-hour consultation platform are piloted at some of our offices in Mainland China

### Promotion of work-life balance

We believe a culture of healthy work-life balance supports us to build an energetic and more collaborative team. During the financial year, we organised a wide variety of recreational activities for our staff.

## 員工身心健康

以友善措施關顧員工，以助提升員工士氣及歸屬感，為可持續業務奠定基礎。

### 員工福利

- 福利包括年假、津貼、退休金、醫療保險、考試假期、侍產假、恩恤假和義工假期等。我們還會根據員工問卷調查提出的建議，定期審視我們的員工福利。
- 家庭友善措施以配合員工家庭需要：
  - 特別假期包括結婚假期及生日假期
  - 在辦公室設立哺乳室
  - 中國內地部分辦公室試驗推出駐場輔導員及24小時諮詢平台

### 促進工作生活平衡

我們深信健康的工作生活平衡文化，有助建立更精力充沛和通力合作的團隊。在本財政年度內，我們為員工舉辦多元化的休閒活動。



- 1 Basketball competition  
籃球比賽
- 2 Football competition  
足球比賽
- 3 Dragon boat competition  
龍舟競渡比賽
- 4 Cocktail workshop  
品酒工作坊
- 5 Hiking  
遠足
- 6 Leather purse workshop  
皮革錢包工作坊



## Training and Development

### Chow Tai Fook Academy

We enhance the professional skills of our staff by providing various trainings in specific skills according to different positions. The establishment of the Chow Tai Fook Academy enables us to provide a wide variety of training programmes to our employees.

## 培訓及發展

### 周大福培訓學院

我們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。周大福培訓學院的成立，讓我們能提供多元化的培訓課程予員工。

Number of learning programmes offered  
已提供進修課程數目

**800+**

Aggregate training hours  
培訓總時數

**710,000+**

### "Smart Learning" mobile app

Enables our people to access self-paced learning courses offered by the Chow Tai Fook Academy via the online platform, anytime and anywhere.

### 「智學」手機應用程式

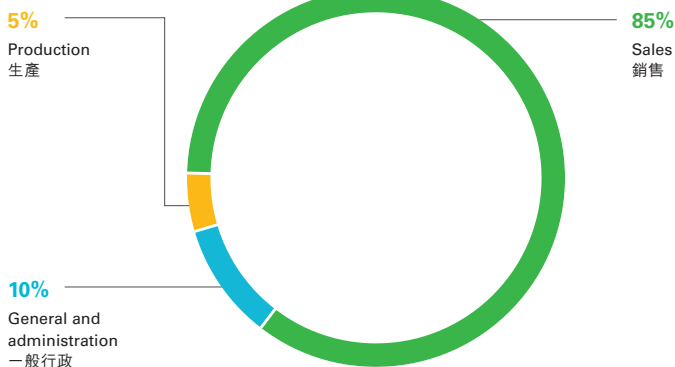
員工可自定進度，隨時隨地登入周大福培訓學院網上平台學習。

Number of learning courses offered  
已提供進修課程數目

**70+**



### Training hours by function 按功能劃分培訓時數



## Training for our frontline staff

- A lot of the knowledge in jewellery retailing is obtained through onsite practices in our POS. Therefore, apart from providing regular training to frontline staff, we participate in the Qualifications Framework Programme ("QF") organised by the HKSAR Government to ensure that their knowledge and experience accumulated at work are officially accredited.

## 前線員工的培訓

- 許多有關珠寶零售的知識，是透過在零售點內實際工作中實踐而來。因此，除了為前線員工提供定期培訓之外，我們亦參與香港特區政府推行的資歷架構計劃，確保員工在工作中累積的知識和經歷可以獲得正式認可。



資歷架構  
Qualifications  
Framework

660+

Staff successfully registered  
since its launch in 2013  
自2013年計劃開始以來成功登記之員工



Register for "Recognition of Prior Learning" for our staff, to ensure their experiences and competencies acquired in the workplace are accredited.

為我們的員工登記「過往資歷認可」，令他們在工作場所獲取的經驗與技能獲得認可。

1,300+

Staff completed the accredited  
courses since its launch in 2013  
自2013年計劃開始以來完成  
認證課程之員工



Provide training recognised by the QF and ensure staff receive quality training.

提供獲資歷架構認證的課程，確保員工獲得優質培訓。

## Training for our office staff

- We offered tailored programmes for professional and specialised office staff and one of the highlights of this is the "Ready for the Future" workshop.

## 辦公室員工的培訓

- 我們為專業和具有專門職責的辦公室員提供度身訂造的培訓計劃，其中一個重要項目是「應辦未來」工作坊。

### Ready for the future — Tailored training for our management team

- To motivate our management team to embrace the challenges of a rapidly changing market, including technological advances and the changing social expectations of the business world.
- A two-day workshop with more than 200 staff attending.
- Topics covered the application of big data in the retail business, the future of resource management, applying the wisdom of ancient Chinese philosophers in sustainable business.

### 應辦未來 — 為管理團隊度身訂造的培訓

- 為了鼓勵管理團隊應對市場急速變化帶來的挑戰，包括科技演進和對企業不斷轉變的社會期望。
- 為期兩日的工作坊有超過200位員工參與。
- 培訓主題包括大數據在零售業務中的應用、資源管理的未來、把中國古代哲學家的智慧應用於可持續發展的業務。



## Our Environment 環境保護

Our Environmental Protection Policy guides us in managing the consumption of resources and reducing the environmental impact stemming from our daily operations. The environmental management systems of our production hubs in Wuhan and Shenzhen are certified to ISO 14001 : Environmental Management.

We will continue to implement initiatives to improve our environmental performance going forward. During the financial year, the intensity of our electricity consumption, greenhouse gas emission and water consumption (per HK\$1 million revenue) reduced when compared to the previous year, demonstrating the increased efficiency of our operations and commitment of our people to take action.

We encourage our staff to reduce the environmental footprint in their daily lives by involving them in our environmental efforts.

我們的環保政策指引我們管理資源運用，以減輕業務營運對環境的影響。武漢及深圳生產基地所應用的環境管理體系已獲得ISO 14001：環境管理認證。

未來，我們會繼續落實多項方案，令我們的環保表現不斷改進。在本財政年度內，我們的耗電量、溫室氣體排放和耗水密度（按每百萬港元營業額計算）的按年同比皆下跌，顯示我們的營運效率有所提高，我們的員工亦致力採取行動保護環境。

我們鼓勵員工參與各項環保行動，以減少日常生活對環境的影響。

### Highlights of Our Environmental Efforts 我們的環保行動重點



#### Desert conservation project 守護荒漠項目

Supported the tree planting program of the SEE Foundation in Ala Shan Desert to reduce the threat of desert dust storm and create a greener environment in the desert.

參與由SEE基金會於阿拉善沙漠地區舉辦的公益植樹項目，緩減因沙漠化所帶來的沙塵暴威脅，並為沙漠帶來綠色生機。

#### Promotion of low carbon life style 提倡低碳生活

Launched a bike sharing programme in Shanghai to reduce congestion, noise and air pollution.

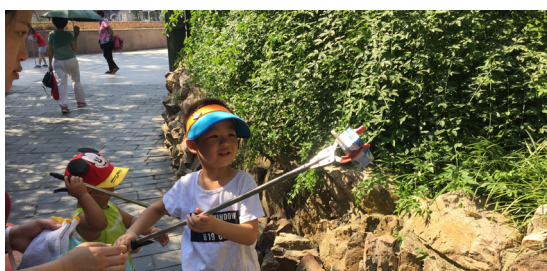
於上海市區透過租用共享單車，以緩解城市擁擠的路況、嘈音及空氣污染。



#### Family environmental day 親子環保日

Collected rubbish in Wuhan to foster the sense of environmental awareness among the next generation.

透過親子合力於武漢撿垃圾的活動，培育下一代的環保意識。



## Energy and Greenhouse Gas Emission ("GHG") Management 能源和溫室氣體排放管理

### Energy consumption 能源消耗



Electricity consumed 耗電量

**93,200,000**

kWh 千瓦時

Intensity: 1,600 kWh/HK\$1 million revenue

密度：1,600千瓦時/百萬港元營業額

### The consumption of energy generated GHG emissions 消耗能源所產生的溫室氣體

### GHG emissions 溫室氣體排放



Total GHG emissions 溫室氣體排放總量

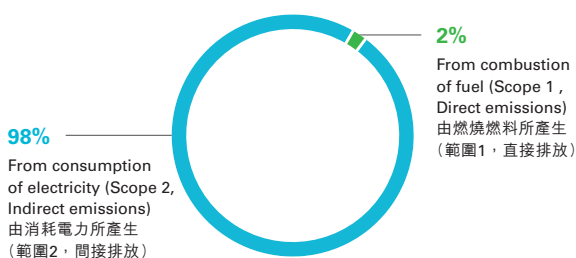
**80,000**

tCO<sub>2</sub>e 公噸二氧化碳當量

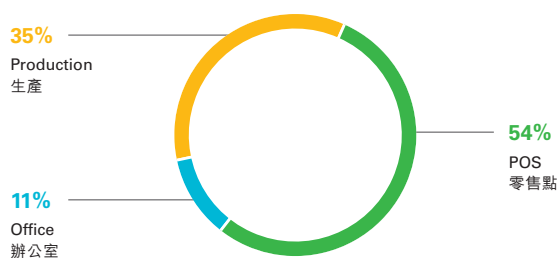
Intensity: 1.35 tCO<sub>2</sub>e/HK\$1 million revenue

密度：1.35公噸二氧化碳當量/百萬港元營業額

#### GHG emissions by scope 按範圍劃分的溫室氣體排放量



#### GHG emissions by function (Scope 2, Indirect emissions) 按功能劃分的溫室氣體排放量 (範圍2, 間接排放)



As over 90% of our GHG emissions were generated from the consumption of electricity (Scope 2, indirect emissions), the focus of our reporting is on our reduction initiatives of electricity in the subsequent section.

由於我們90%以上的溫室氣體排放來自電力消耗(範圍2, 間接排放), 因此於報告的後續部分, 將重點彙報我們為減少耗電量所採取的措施。

## Reduction initiatives at our production hubs

- Adopt natural lighting where possible, while LED light bulbs and energy-efficient T5 fluorescent tubes are used to reduce electricity consumption.
- Maintain air-conditioning systems at around 25°C to conserve energy.
- Use the following environmentally-responsible materials to reduce heat transmission and as a result, greatly reduce air-conditioning demand:
  - Transparent semi-tempered glass panes
  - LOW-E (low radioactive emission)-coated glass panes
  - Autoclaved aerated concrete blocks
  - Extruded polystyrene boards
- Install our production machines with timers so that machines switch off automatically or switch to low-speed mode when not in use.

## 生產基地的減排措施

- 盡可能採用天然光，以及LED燈泡和省電的T5光管，以減低耗電量。
- 空調維持在攝氏25度左右，以節省能源。
- 透過使用下列環保物料來減低傳熱，從而大大減少對空調的需求：
  - 透明半鋼化玻璃片
  - LOW-E低輻射鍍膜玻璃片
  - 蒸壓加氣混凝土磚
  - 擠塑聚苯乙烯板
- 於生產機器安裝定時器，令機器於非使用時自動關上或轉至低速模式。

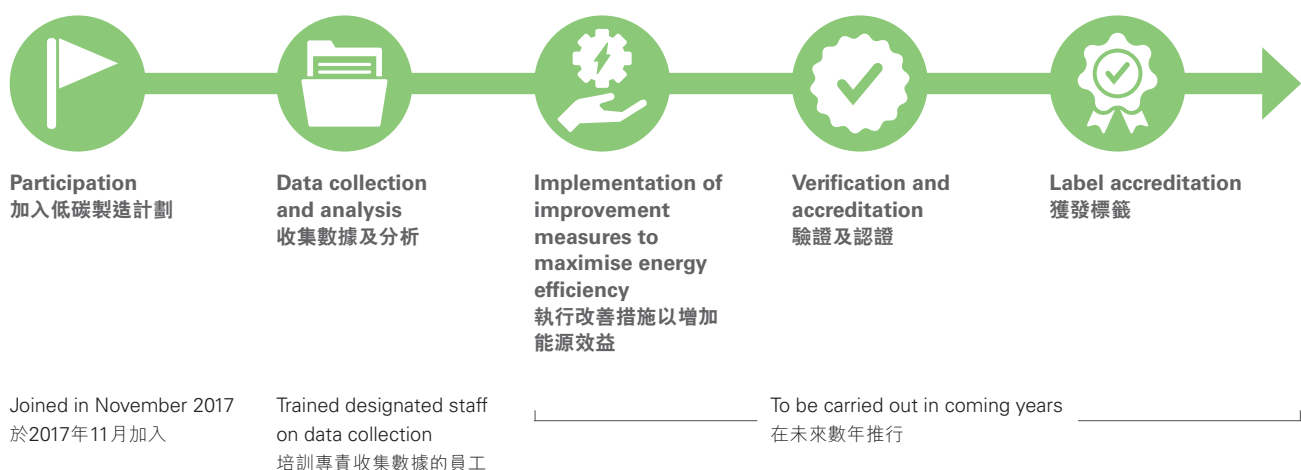
### Chow Tai Fook Jewellery Park in Wuhan — A pilot site for sustainable production

- Use renewable energy for our heat water supply system and lighting facilities in public areas.
- Participate in the Low Carbon Manufacturing Programme (“LCMP”) launched by WWF to improve GHG emission management along the supply chain, which is in line with Mainland China’s national energy saving plan and carbon emission reduction target.

### 武漢的周大福珠寶文化產業園 — 可持續發展生產試驗計劃

- 使用再生能源，為公眾地方的熱力供水系統和照明設施提供能源。
- 參與世界自然基金會的低碳製造計劃，改善供應鏈的溫室氣體排放管理，同時符合中國內地節能計劃的標準和碳減排目標。

### Our journey in LCMP 我們的低碳製造計劃里程





## Reduction initiatives at our POS

In FY2018, the average GHG emissions per store reduced by approximately 17% over the previous year, with the greatest reduction in our Hong Kong POS, which saw a reduction of approximately 33%. The reduction was mainly attributed to the following energy-efficiency initiatives:

- Install LED or compact fluorescent bulbs to conserve electricity.
- All of our POS in Hong Kong (excluding those in shopping malls) participate in the Charter on External Lighting ("the Charter"), which was advocated by the Environmental Protection Bureau of the HKSAR Government. We pledge to support the Charter by switching off non-essential lighting installations, including those that are for decorative, promotional or advertising purposes from 11 p.m. or midnight until 7 a.m. on the following day.

## Air Emissions Management

Our air emissions are mainly generated from our jewellery production process, which primarily comprises moulding, ultrasonic cleaning and hard gold electroforming. Air emissions generated include organic gas, dusty gas and acidic gas. The two main types of emissions that we measure are nitrogen oxides (NO<sub>x</sub>) and sulphur oxides (SO<sub>x</sub>).

## 零售點的減排措施

在2018財政年度，每間店舖的溫室氣體平均排放量較前一年減少約17%；於香港的零售點減幅最大，減少約33%，減排主要有賴於下列的省電措施：

- 安裝LED或省電燈泡以減少耗電。
- 香港所有零售點(商場內店舖除外)皆參與香港特區政府環境局的「戶外燈光約章」(「該約章」)。我們承諾支持該約章，包括在晚上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。

## 廢氣排放管理

我們的廢氣排放主要來自珠寶生產過程，包括倒模、超聲波清洗及硬金電鑄工序，產生有機氣體、含塵廢氣和酸性廢氣。我們量度的兩大排放物為氮氧化物和硫氧化物。

### Other types of emissions\* 其他排放種類\*

Nitrogen oxides (NO<sub>x</sub>) 氮氧化物

**0.9**

tonnes 公噸

Sulphur oxides (SO<sub>x</sub>) 硫氧化物

**0.3**

tonnes 公噸

\* Includes emissions from our production hubs only

\* 只包括來自生產基地的排放量

We are committed to reducing air emission and adopting the following measures:

- Replace the traditional gold melting process with high-frequency heating machines to reduce emissions of volatile organic compounds.
- Handle volatile liquids with extra care and store them in sealed glass bottles to reduce emissions of volatile organic compounds.
- Filter organic gas by installing activated carbon absorption towers.
- Purify dusty gas by installing bubbling neutralisation towers.
- Neutralise acidic gas by installing alkaline neutralisation towers.
- Monitor air emissions regularly by:
  - Conducting regular air sample tests on levels of poisonous gases generated, including HCl, NH<sub>3</sub>, NO, NO<sub>x</sub>, SO<sub>x</sub>, etc.
  - Installing real-time surveillance systems in our production hub in Wuhan.

我們致力減低廢氣排放並採取以下措施：

- 引入高頻感應加熱的高週波熔金機取代傳統熔金工序，以減少揮發性有機化合物的排放。
- 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，以減少揮發性有機化合物的排放。
- 安裝活性炭吸附塔對有機氣體進行過濾。
- 安裝鼓泡式中和塔對含塵廢氣進行淨化。
- 安裝鹼性中和塔對酸性廢氣進行中和。
- 定期監測氣體排放量：
  - 定期對有害氣體進行樣品測試，包括酸氣(HCl)、氨氣(NH<sub>3</sub>)、氮氧化物(NO, NO<sub>x</sub>)、硫氧化物(SO<sub>x</sub>)等。
  - 在武漢的生產基地設立實時監控系統。



## Water Resources Management 用水管理



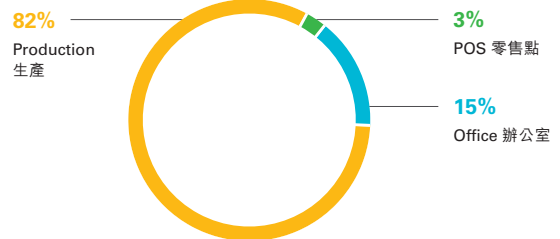
Water consumption 耗水量

**509,000**

m<sup>3</sup> 立方米

Intensity: 8.60m<sup>3</sup>/HK\$1 million revenue  
密度：8.60立方米/百萬港元營業額

Water consumption by function  
按功能劃分的耗水量



### Consumption by production hubs

- Our jewellery production processes involve the consumption of water for moulding, hard gold electroforming and gold plating.
- The production process requires the use of chemical substances containing slight traces of heavy metals and gypsum, which results in the production of acidic, alkaline and gypsum wastewater discharges.
- In FY2018, we discharged a total of 46,000 tonnes of industrial wastewater.
- We treat wastewater in compliance with applicable legal requirements to reduce water pollution impact.

### Wastewater treatment at our production hubs

- Prioritise water recycling and reuse in our production lines whenever possible and:
  - Use chemicals (PAM, PAC and sodium hydroxide) to facilitate the precipitation of gypsum effluent and recycling the gypsum wastewater after filtration through a pressure filter.
  - Use liquid filters to purify the cleansing water from gold plating.
- Neutralise the acidic liquid produced from the electroforming process for hard gold.
- Treat organic pollutants generated from ultrasonic cleaning process with biochemical or chemical agents.
- Pretreat wastewater prior to discharge in compliance with relevant regulations.
- Engage professional operators to collect, treat and dispose of liquid chemical waste.

### Water-saving initiatives at our workplaces

- Place posters and notices in office pantries and washrooms to encourage water conservation.
- Fix dripping taps immediately.

### 生產基地的耗水量

- 在我們的珠寶生產過程中需要用水，包括倒模、硬金電鑄和鍍金。
- 生產過程需要使用含有微量重金屬和石膏的化學物質，導致產生含有酸性、鹼性和石膏的廢水排放。
- 在2018財政年度，我們一共排放了46,000噸工業廢水。
- 我們按照適用的法定要求處理廢水，以減低水污染的影響。

### 生產基地的廢水處理

- 在可行的情況下，首選在生產線上把廢水循環再用，同時：
  - 使用化學品(PAM、PAC、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。
  - 利用藥液過濾器淨化電金清洗水循環再用。
- 中和硬金電鑄工序產生的酸性液體。
- 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。
- 先處理廢水，然後按照相關法規排放。
- 聘用專業營辦商收集、處理和棄置液體化學廢料。

### 辦公室的節約用水措施

- 在辦公室茶水間和洗手間張貼海報，鼓勵節約用水。
- 即時修理滴水的水龍頭。

## Waste Management

We seek opportunities to reduce resource consumption and waste generation, and to reuse and recycle materials to reduce overall quantities of waste.

## 廢物管理

我們致力減少資源消耗和產生廢棄物，並把物料循環再用，以減少整體廢物量。

### Waste produced at our production hubs 在生產基地產生的廢棄物



Hazardous waste 有害廢棄物

**310**

tonnes 公噸

Intensity: 5.24kg/HK\$1 million revenue  
密度：5.24公斤/百萬港元營業額

- Hazardous waste includes highly acidic and alkaline residuals, waste containing lead, inorganic cyanide, waste organic solvents, etc.
- We treat hazardous waste in compliance with applicable legal requirements to minimise environmental impact.
- 有害廢棄物包括含強酸強鹼的殘渣、含鉛廢物、無機氰化物廢物及有機溶液廢料等。
- 我們按照適用的法定要求處理有害廢棄物，把對環境的影響減至最低。

### Waste produced at our POS and offices 在零售點和辦公室產生的廢棄物



Packaging material used 已使用包裝物料

**420**

tonnes 公噸

Intensity: 7.02kg/HK\$1 million revenue  
密度：7.02公斤/百萬港元營業額

- Our POS and offices mainly produced non-hazardous waste, such as packaging used for our products, unrecyclable paper, food waste and other daily consumables.
- Packaging material accounted for most of our non-hazardous waste.
- 辦公室和零售點產生的主要是無害廢棄物，例如產品包裝物料、不可回收的紙張、廚餘和日常消耗品等。
- 大部分無害廢棄物來自我們的包裝物料。

### Hazardous waste management

- Store all hazardous waste in secured containers within well-ventilated hazardous waste storage areas for less than one year.
- Engage licensed contractors to ensure proper treatment and disposal.
- Exercise precaution in the design and location of waste storage facilities to minimise the level of nuisance and potential negative impact to neighbouring communities.

### 有害廢棄物管理

- 所有有害廢棄物會存放在密封的容器，放置在通風良好的有害廢棄物存放區，存放不會多於一年。
- 聘用持牌營辦商，以確保妥善處理和棄置廢棄物。
- 在設計和設置廢棄物存放設施時會加倍謹慎，把對鄰近社區造成的滋擾等負面影響減至最低。

### Treatment of non-hazardous waste and our reduction initiatives

- Engage licensed operators to collect and dispose of unrecyclable paper, food waste and other daily consumables.
- Provide bins and trays in offices to collect recyclable materials, such as used plastic bottles, aluminium cans, paper and ink cartridges to encourage recycling. During the financial year, we recycled 94,000 kg of paper and 3,100 pieces of ink cartridge.
- Publish internal communications on digital channels to encourage staff to reduce their consumption of paper and to share tips and information on how to adopt a more environmentally-responsible lifestyle.

### 無害廢棄物的處理和減廢措施

- 由持牌營辦商收集和處理不可回收的紙張、廚餘和其他日常消耗品。
- 在辦公室提供回收桶和回收盤，收集可循環再造的物料，例如膠瓶、鋁罐、紙張和碳粉盒等，以鼓勵廢物利用。在本財政年度內，我們回收了94,000公斤紙張和3,100個碳粉盒。
- 使用數碼渠道發佈內部通訊，鼓勵員工減少用紙，並分享在日常生活上履行環保責任的資訊和方法。

## Our Community 社區參與

Our connection with the community is reflected in the projects we implement to promote and preserve traditional craftsmanship, and through our collaboration with charitable organisations to support those in need with care, educational opportunities and other support services.

我們與社區的聯繫反映在我們推廣和保存傳統工藝的項目，並透過與慈善機構的緊密合作，關懷和支持有需要的人，並提供教育機會和其他支援服務。



### Preserving craftsmanship and nurturing innovation 承傳工藝 孕育創新

#### Cultivating the artisanal spirit of perseverance 培育出千錘百鍊的工匠精神

Pursuit of excellence  
in craftsmanship  
追求卓越的工藝

#### Preserving traditional craftsmanship 承傳工藝

"Ancient Chinese Gold Techniques"  
Research Project and "Golden  
Techniques: Art of the Chinese  
Goldsmiths" Exhibition  
「中國古代黃金工藝研究」及  
《鏢古鑄今：中國古代黃金  
工藝與傳承》展覽

#### Fostering creativity and innovation 培育創意與革新精神

- Loupe
- Wuhan "C+ Creative Park"
- Franco-Chinese Branding Forum
- Loupe
- 武漢「C+創意園」
- 中法品牌論壇



### Caring community 社區關懷

Donation 捐款

**HK\$8,300,000**

港元

Volunteer team members 義工團隊人數

**6,000+**

people 人

Community service 社區服務

**13,400+**

hours 小時

- "Do Good" spirit
- Partnership with charitable organisations
- 「Do Good」精神
- 與慈善機構緊密合作

## Preserving Craftsmanship and Nurturing Innovation

Chinese jewellery craftsmanship has been handed down through the generations since ancient times, resulting in a proud jewellery culture that continues to shine today. As a leader in the jewellery industry, our ambition is to preserve our know-how from generation to generation.

### Cultivating the artisanal spirit of perseverance

Develop our craftsmanship and nurture talented and experienced craftsmen in the industry.

### Voice from our artisan 工匠的心聲

“ I appreciate that the Group invests in high-tech machinery that allows the team to improve the quality and efficiency of production. The Group's constant pursuit of creative designs provides a testing ground for me to apply a wide variety of traditional artisanal techniques supported by advanced technology, making our work challenging and rewarding.

我很欣賞集團投資於高科技儀器，讓製作團隊能改善生產的質量與效率。集團不斷追求創意設計，為我提供了大膽嘗試的機會，在先進科技的協助下，靈活運用各種傳統工藝技術，令我們的工作更具挑戰性和滿足感。”

Leung Chi Wai, with over 30 years of experience in jewellery production, is the Technical Director working in our Master Studio. He specialises in the production of our high-end collections, leveraging of his experience in using advanced technology in production.

擁有超過30年珠寶製作經驗的梁志偉師傅，是周大福大師工作室技術總監。他專門製作名貴珠寶系列，憑藉豐富經驗，在製作過程中靈活運用先進科技。

## 承傳工藝 孕育創新

中國珠寶工藝自古以來代代相傳，匯聚成驕人的珠寶工藝文化，至今仍綻放異彩。作為珠寶界的翹楚企業，我們的宏願是把細緻的工藝一代代承傳下去。

### 培育出千錘百鍊的工匠精神

為業界培育具經驗及才華的優秀人才。

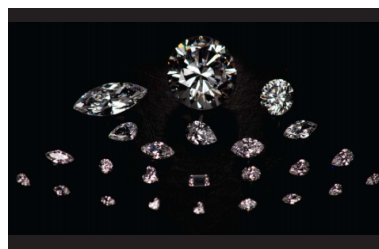


## Cullinan Masterpiece “A Heritage in Bloom” A Demonstration of the Superb Diamond Craftsmanship of Our Artisans 「庫里南遺產」珠寶傑作 — 《裕世鑽芳華》 — 展現我們工匠的卓越鑽石工藝



Cullinan Heritage rough diamond before polishing  
打磨前的「庫里南遺產」鑽石毛坯

- In 2010, we acquired a Cullinan Type IIA rough diamond of 507 carat, a rare found in the jewellery world.
- 在2010年，我們成功投得庫里南遺產507卡頂級IIA級的巨型鑽石毛坯，是珠寶界罕有的珍品。



24 D-colour internally flawless (“DIF”) diamonds of the Cullinan Heritage  
「庫里南遺產」的24顆DIF內部純淨無瑕、足色全美鑽石

- We spent 3 years to cut and polish the stone into 24 diamonds. The largest piece, the 104 carat DIF brilliant round diamond with the highest possible cut grade of 3-Excellent is one of the largest of its kind ever made.
- 我們花了3年時間，把這顆鑽石毛坯切割及打磨成24顆美鑽，其中最大的一顆是重達104卡的DIF、圓形明亮式切割、車工獲評為3-Excellent最高級別的美鑽，是全球最大最珍貴的圓鑽之一。



Our Cullinan Masterpiece “A Heritage in Bloom”  
「庫里南遺產」珠寶傑作 — 《裕世鑽芳華》

- We spent over 47,000 hours to produce this jewellery masterpiece.
- The jewellery piece was decorated with over 383 carat of white and pink diamonds and over 100 pieces of green jadeite and mutton fat white jade, with 27 different styles to wear it.
- 我們耗時逾47,000小時來製作這件精品美鑽。
- 此珠寶藝術珍品還配以共重383卡過萬顆白鑽與過百顆粉紅鑽，以及過百件上乘的翡翠和羊脂白玉，而且具有27種佩帶方法。



## Preserving traditional craftsmanship

Through preserving, passing on and promoting artisanal and innovative spirits from generation to generation, we strive to facilitate the upgrade of cultural standard of the general public.

### Fully support "Ancient Chinese Gold Techniques" Research Project and "Golden Techniques: Art of the Chinese Goldsmiths" Exhibition

- The purpose of the project is to preserve the inherited, traditional Chinese craftsmanship in designing and producing gold jewellery as gold working techniques are less well-known among all kinds of ancient Chinese craftsmanship.
- We carried out the project in collaboration with Shaanxi Institute for Preservation of Cultural Heritage, the Art Museum of the Chinese University of Hong Kong and the Conservation Office of the Leisure and Cultural Services Department of Hong Kong.
- It is a research project in archaeology, art history and ancient goldsmith techniques.

## 承傳工藝

透過保留、世代傳承及推廣工藝和創新的精神，我們矢志提升普羅大眾的文化水平。

### 全力支持「中國古代黃金工藝研究」和《鑲古鑄今：中國古代黃金工藝與傳承》展覽

- 該研究項目的目的是保存和傳承中國古代金飾的設計和製作工藝，因為在芸芸中國古代工藝之中，黃金工藝是較少受人注意的一種。
- 我們與陝西省文物保護研究院、香港中文大學文物館及香港康樂及文化事務署文物修復辦事處合作推動這項研究。
- 這研究項目涵蓋考古、藝術史和古代金匠技術。



## History 歷史

Understanding the evolution of gold craftsmanship, including differences in naming systems, and its connection with the society, religion and culture of different periods of time.

了解黃金工藝的發展，包括不同的命名系統，以及與社會、宗教和文化之關係。

## Techniques 技術

Through research and analysis, examining ancient gold techniques and production techniques.

透過研究和分析，仔細審視古代金匠技術和製作技巧。





### Application 實踐

Carrying out simulation experiments at the Master Studio of Chow Tai Fook to reconstruct ancient crafts. This is made possible through the experience of our craftsmen along with their knowledge of ancient techniques.

在周大福大師工作室進行模擬實驗，重現古代工藝，這有賴我們工匠的豐富經驗，以及對古代工藝的了解。

### Replica from our reconstruction experiments – the Gold Rooster

#### 重現古代工藝技術的實驗成品 — 金雞

Produced by our Master Studio with the application of ancient Chinese gold techniques, such as die-stamping, hammering and toreutics, leisi filigree, and gold inlaying.

由我們的大師工作室製作，應用古代黃金工藝，例如模衝、錘碟、鑿刻、纍絲及錯金製作而成。



### Exhibition 展覽

Fully sponsored the "Golden Techniques: Art of the Chinese Goldsmiths" exhibition, which was held in the Art Museum of the Chinese University of Hong Kong, showcasing more than 40 pieces (sets) of ancient Chinese gold and silver wares.

全力贊助在香港中文大學文物館舉行的《鑲古鑄今：中國古代黃金工藝與傳承》展覽，展出超過40餘件(套)中國古代金銀首飾。



## Fostering creativity and innovation

Pass on our know-how to the next generation, inspiring creativity and supporting innovation in the jewellery industry.

### Loupe

- Loupe is our new artistic incubation space located at PMQ, a place for creative lifestyle experience in Hong Kong.
- We aim to provide a platform to discover and nurture young, local and international talent, and foster a creative and collaborative culture between designers, artisans and the public at large through engagement and education.

## 培育創意與革新精神

將我們的工藝知識傳授給下一代，激發創意，並支持珠寶業界的創新。

### Loupe

- Loupe是我們開辦的全新藝術培育空間，位於主張體驗創意生活的香港元創方。
- 我們的目標是提供一個平台，發掘和培育年輕工藝師，吸引本地和國際人才，並透過參與和教育，培養設計師、工匠和大眾的創意與協作文化。



### Residency 工坊

A comprehensive mentorship programme that provides guidance and a fully-equipped workshop for young jewellery design talent, enabling them to develop their own creations and career development.

這項全面的師友計劃為年輕珠寶設計人才提供導師指導和設備齊全的工作坊，令他們得以發展本身的創作才能和事業。

## Exhibition 展覽

An exhibition space for emerging artists to showcase their work and share their vision and aesthetic through jewellery, design and different art forms.

開放的展覽空間讓新晉設計師展示他們的作品，透過珠寶設計和其他藝術形式，與大眾交流他們的意念與美學心思。



## Boutique and Teahouse 成坊和品坊

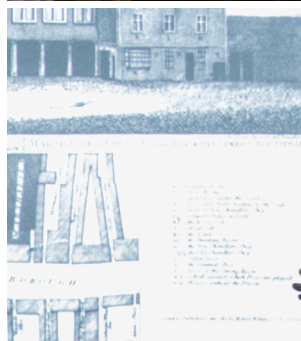
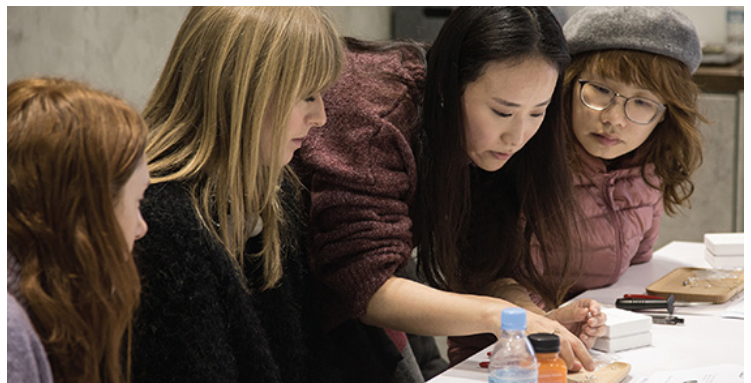
The boutique provides access to exclusive design products created by our in-house craftsmen, designers-in-residence and up-and-coming jewellery design talent. The teahouse offers a selection of premium teas, special drinks, pastries and cakes inspired by the art of craftsmanship.

名為「成坊」的精品廠限量發售周大福工匠、駐場設計師和新晉珠寶設計人才的作品。「品坊」茶館有別具風味的精選茶飲、特式飲品和包餅糕點，其精心巧製足可媲美珠寶首飾的匠心設計。

## Education 教育

Loupe offers a wide array of educational activities as a platform for exchanges and public engagement on design and craftsmanship.

Loupe還舉辦一系列的教學活動，讓公眾學習珠寶設計和製作，並交流彼此的心得。





### C+ Creative Park in Wuhan, Mainland China

- "C+ Creative Park" is our new incubation space located at our Jewellery Park in Wuhan, Mainland China.
- We aim to support talent in technological development, to promote entrepreneurial culture and to encourage the pursuit of various long-term business opportunities.



A total gross floor area of approximately 20,000 square meters in C+ Creative Park  
「C+创意园」總樓面面積約20,000平方米

### 中國內地武漢「C+創意園」

- 「C+创意园」是設於中國內地武漢周大福珠寶文化產業園的全新人才培育空間。
- 我們的目標是培育科技發展人才，促進創業文化，並鼓勵年輕人發掘各種長遠的商機。



### Franco-Chinese Branding Forum

- We participated in the 3<sup>rd</sup> Franco-Chinese Branding Forum in April 2017 in Paris.
- It serves as a platform for international exchange and promoting Chinese culture to the rest of the world.

### 中法品牌論壇

- 我們參與2017年4月在巴黎舉行的第3屆中法品牌論壇。
- 這是國際交流和向全球推廣中國文化的平台。



We signed up with 6 French designers to collaborate on new collections, representing a cultural rendezvous of East and West  
我們與6位法國設計師合作開發多個新系列，代表著中西文化合璧

## Caring Community 社區關懷



### “Do Good” spirit 「Do Good」精神

Our management team actively promotes our “Do Good” spirit  
我們的管理層團隊積極推動「Do Good」精神

Our commitment to the community is embedded in our “Do Good” spirit, which represents a positive and caring attitude for promoting positive change in our communities.

我們對社區的承諾，體現於我們的「Do Good」精神，它代表著積極和關懷的態度，致力促進社區的正面發展。

We care about the well-being of our community and are particularly focused on supporting underprivileged children and youth, people with special needs due to different abilities or illnesses, and caring for and supporting the elderly. We are also actively engaged in raising emergency relief funds when the need arises.

我們心繫社會福祉，尤其專注支援弱勢兒童和青少年、因患病或殘疾而有特別需要的人，以及需要關懷的長者。我們亦在有需要時積極支援災難應變基金，解困紓憂。

The programme encourages our staff to participate in community service. We compliment their involvement by offering voluntary work leave and launching our Voluntary Service Award Scheme.

我們透過這項計劃鼓勵員工參與義務社區工作。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。



## Partnerships with community organisations

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 Diamond Empowerment Fund, UNICEF, Youth Outreach and numerous reputable regional charities in Mainland China, Hong Kong and in other areas where we operate.

## 與社區組織緊密合作

我們積極舉辦和參與社區活動，與慈善機構保持緊密的夥伴合作關係，更有效地回應社區所需。我們的合作夥伴包括鑽石力量慈善基金會、聯合國兒童基金會、協青社及多個於中國內地、香港及其他經營地區具聲望的慈善組織。

### Diamond Empowerment Fund (“DEF”) 鑽石力量慈善基金會

- We share DEF’s belief that education is a key component to sustainable development, which in turn is essential to empower individuals, communities and society towards future economic prosperity, stability and advancement.
- 我們認同鑽石力量慈善基金會的信念，相信教育是可持續發展的關鍵要素，同時亦可令個人、社區和社會獲得力量，走向繁榮穩定和進步。



### Sponsorship

We have been the premier sponsor for the Fund since 2010 and the Fund has contributed to the education of over 3,500 students across Africa and India.

### 贊助

我們自2010年以來一直是該基金的重要贊助商，該基金讓超過3,500位非洲和印度的學生得以接受教育的機會。



### “Do Good” bracelet

The rationale for DEF to introduce the bracelet is to promote how “diamonds do good”. We are delighted to be the manufacturer of the bracelet and the bracelet has been seen by over 45 million people through media and social platforms.

### 「Do Good」手鐲

鑽石力量慈善基金會推出「Do Good」手鐲，以推動「鑽石行善」的意念。我們很榮幸成為這手鐲的製造商，全球有超過4,500萬人透過媒體及社交平台接觸過這慈善手鐲。

### Hong Kong Committee for UNICEF 聯合國兒童基金香港委員會

- We share UNICEF’s belief in promoting the rights and well-being of every child.
- 我們認同聯合國兒童基金會的信念，希望一同促進兒童的權益和身心健康。



Little Artists Big Dream Drawing Competition  
小畫家大夢想繪畫比賽



Charity Run 2017  
慈善跑2017

### Youth Outreach 協青社

- We share Youth Outreach’s belief in helping at-risk youth growing up as responsible members of our community.
- 我們與協青社信念一致，以幫助高危青年成為負責任的社會一份子。



YO! Let's Walk the Road 2017  
協青慈善行2017



YO Dancical 2017  
協青街舞劇2017

## Other community engagement events 其他社區參與活動

### Elderly 長者



#### Home visit and cleaning homes for the elderly

Visited some senior citizens living in Tai O and helped them clean their homes before the Chinese New Year.

#### 長者探訪及大掃除活動

於農曆新年前夕，探訪多個居於大澳的長者，並為他們清潔家居。



#### Caring for the elderly programme

Co-organised an on-going elderly caring programme with H.K.S.K.H. Chuk Yuen Canon Martin District Elderly Community Centre to foster community care and social inclusion of the elderly.

#### 竹福伴我行

與香港聖公會竹園馬田法政牧師長者綜合服務中心合辦的持續長者關懷計劃，透過不同的探訪活動，推廣社區關懷及有助長者融入社區。

### Education 教育

#### Charity programme for village school

Donated books, book cabinets and winter clothing to a village school located in the Northeast region of Mainland China to provide students with a better learning environment.

#### 山區學校公益項目

捐贈圖書、書櫃及羽絨衣服給位於中國內地東北區的山區小學，為學童改善學習環境。



#### Love Your Neighbour Fund Charity Programme — New School Year 2017

Provided underprivileged families with sufficient materials for the new school year.

#### 愛梨巴慈善基金 — 開學有禮2017

讓一眾基層家庭小朋友能有足夠物資迎接新學年。



### Health and Rehabilitation 健康及康復



#### Children's Cancer Foundation — Christmas Outing 2017

Set up game booths for children who suffer from cancer as well as their family members to play and have fun.

#### 兒童癌病基金 — 環遊世界過聖誕2017

透過舉辦攤位遊戲，為癌病兒童及其家人送上關心與歡樂。



#### Hong Kong Rehabilitation Power — Flag Selling Day

Raised funds for the Hong Kong Rehabilitation Power to improve and diversify training services to people with disabilities and encourage them to be self-reliant.

#### 香港復康力量「賣旗日」

為香港復康力量賣旗籌款，善款將用於優化多元的培訓並鼓勵更多殘疾人士自力更生。



## Appendix A: Sustainability Awards, Recognitions and Memberships

### 附錄A：可持續發展獎項、嘉許和會員身份

Major sustainability awards and recognitions received by Chow Tai Fook in FY2018 are presented below.  
周大福於2018年財政年度榮膺的主要可持續發展獎項及嘉許如下。

Category 類別	Award 獎項	Organisation 機構
Governance 管治	7 <sup>th</sup> Asian Excellence Award 2017 1. Asia's Best CEO (Investor Relations) — Kent Wong 2. Asia's Best CFO (Investor Relations) — Hamilton Cheng 3. Best Investor Relations Company (Hong Kong) 4. Best Investor Relations Professional — Danita On  第七屆亞洲卓越大獎2017 1. 亞洲最佳行政總裁(投資者關係) — 黃紹基 2. 亞洲最佳首席財務總監(投資者關係) — 鄭炳熙 3. 最佳投資者關係企業(香港) 4. 最佳投資者關係專員 — 安殷霖	Corporate Governance Asia 亞洲企業管治
	2017 All-Asia (ex-Japan) Executive Team Rankings (Consumer/Discretionary sector) Best Investor Relations Professional — Second Place — Danita On (Nominated by the sell side)  2017年度All-Asia Executive Team(不包括日本) 排行榜(非必需消費品類別) 最佳投資者關係專員 — 第二名 — 安殷霖 (由賣方分析員提名)	Institutional Investor
	Professional Leader Legacy Award 職業領導人傳承大獎	Legacy Academy 傳承學院
	Listed Company Award of Excellence 2017 傑出上市公司2017	Hong Kong Economic Journal 信報
	Listed Enterprises of the Year 2017 1. Listed Enterprises of the Year 2. Best Investor Relations  年度上市企業2017 1. 年度上市企業 2. 最佳投資者關係獎	Bloomberg Businessweek/Chinese Edition 彭博商業周刊/中文版
	Top 100 Stock Connect Companies — Institutional Investor Sector, Mainland China  最受內地機構投資者關注港股通公司100強	Yue Diao Yan 約調研

Category 類別	Award 獎項	Organisation 機構
	<ol style="list-style-type: none"> <li>Galaxy Awards 2017 — Bronze Award (Mobile Media — Annual Report)</li> <li>iNOVA Awards 2017 — Bronze Award (Corporate Website)</li> <li>Astrid Awards 2018 — Bronze Award (Corporate Website)</li> </ol>	MerComm, Inc.
	<ol style="list-style-type: none"> <li>Galaxy大獎2017—銅獎(手機媒體一年報)</li> <li>iNOVA大獎2017—銅獎(企業網站)</li> <li>Astrid大獎2018—銅獎(企業網站)</li> </ol>	
	<p>IR Magazine Awards — Greater China 2017 — Certificate for Excellence in Investor Relations</p> <p>IR Magazine大獎 — 大中華區2017 — 投資者關係卓越表現證書</p>	IR Magazine
	<p>HKIRA 3<sup>rd</sup> Investor Relations Awards — Certificate of Excellence</p> <p>第三屆香港投資者關係大獎—卓越獎</p>	Hong Kong Investor Relations Association 香港投資者關係協會
<b>Environmental and Social 環境和社會</b>	<p>The 8<sup>th</sup> Hong Kong Outstanding Corporate Citizenship Award</p> <ol style="list-style-type: none"> <li>Merit Award (Enterprise Category)</li> <li>Corporate Citizenship 5+ Logo</li> </ol> <p>第八屆香港傑出企業公民獎</p> <ol style="list-style-type: none"> <li>優異獎(企業組別)</li> <li>企業公民5+標誌</li> </ol>	Hong Kong Productivity Council 香港生產力促進局
	<p>Consumer Caring 5 Years Award</p> <p>貼心企業五年賞</p>	GS1 Hong Kong 香港貨品編碼協會
	<p>Charter on External Lighting — Platinum Award</p> <p>《戶外燈光約章》— 鉑金獎</p>	Environment Bureau of HKSAR Government 香港特別行政區政府環境局
	<p>Green Office Awards Label and ECO — Healthy Workplace Label</p> <p>綠色辦公室及健康工作間標誌</p>	World Green Organisation 世界綠色組織
	<p>Caring Company</p> <ol style="list-style-type: none"> <li>Chow Tai Fook Jewellery Company Limited (10 Years+)</li> <li>Chow Tai Fook Jewellery Group Limited (5 Years+)</li> </ol> <p>商界展關懷</p> <ol style="list-style-type: none"> <li>周大福珠寶金行有限公司(連續10年或以上)</li> <li>周大福珠寶集團有限公司(連續5年或以上)</li> </ol>	The Hong Kong Council of Social Service 香港社會服務聯會
<b>Training 培訓</b>	<p>Award for Excellence in Training and Development 2017 — Excellence Award in Skills Training Category</p> <p>2017年最佳管理培訓及發展獎—培訓類別優異</p>	Hong Kong Management Association 香港管理專業協會

## Appendix B: HKEX ESG Guide Content Index 附錄B：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 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。

Subject Areas, Aspects, General Disclosures and KPIs 主要範疇、層面、一般披露及關鍵績效指標	Section 章節	Page Number 頁數
<b>A. Environmental 環境</b>		
<b>Aspect A1: Emissions 層面A1：排放物</b>		
General disclosure* 一般披露*	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to 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	<b>Our Environment</b> 環境保護 31
KPI A1.1*	The types of emissions and respective emissions data 排放物種類及相關排放數據	<b>Our Environment</b> Air Emissions Management 環境保護 廢氣排放管理 34
KPI A1.2*	Greenhouse gas emissions in total and intensity 溫室氣體總排放量及密度	<b>Our Environment</b> Energy and Greenhouse Gas Emission ("GHG") Management 環境保護 能源和溫室氣體排放管理 32 - 34
KPI A1.3*	Total hazardous waste produced and intensity 所產生有害廢棄物總量及密度	<b>Our Environment</b> Waste Management 36
KPI A1.4*	Total non-hazardous waste produced and intensity 所產生無害廢棄物總量及密度	環境保護 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	<b>Our Environment</b> Air Emissions Management 環境保護 廢氣排放管理 34
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	<b>Our Environment</b> Waste Management 環境保護 廢物管理 36

\* "Comply or explain" provisions  
\* Recommended disclosures

\* 「不遵守就解釋」條文  
\* 建議披露

## Subject Areas, Aspects, General Disclosures and KPIs 主要範疇、層面、一般披露及關鍵績效指標

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### Aspect A2: Use of Resources

#### 層面A2：資源使用

General disclosure* 一般披露*	Policies on 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	<b>Our Environment</b> 環境保護	31
KPI A2.1*	Direct and/or indirect energy consumption by type and intensity 按類型劃分的直接及/或間接能源總耗量及密度	<b>Our Environment</b> Energy and Greenhouse Gas Emission ("GHG") Management 環境保護 能源和溫室氣體排放管理	32 - 34
KPI A2.2*	Water consumption in total and intensity 總耗水量及密度	<b>Our Environment</b> Water Resources Management 環境保護 用水管理	35
KPI A2.3*	Energy use efficiency initiatives and results achieved 能源使用效益計劃及所得成果	<b>Our Environment</b> Energy and Greenhouse Gas Emission ("GHG") Management 環境保護 能源和溫室氣體排放管理	32 - 34
KPI A2.4*	Water efficiency initiatives and results achieved 提升用水效益計劃及所得成果	<b>Our Environment</b> Water Resources Management 環境保護 用水管理	35
KPI A2.5*	Total packaging material used for finished products 製成品所用包裝材料的總量	<b>Our Environment</b> Waste Management 環境保護 廢物管理	36

### Aspect A3: The environment and natural resources

#### 層面A3：環境及天然資源

General disclosure* 一般披露*	Policies on minimising the issuer's significant impact on the environment and natural resources 減低發行人對環境及天然資源造成重大影響的政策	<b>Our Environment</b> 環境保護	31
KPI A3.1*	The significant impacts of activities on the environment and natural resources and the actions taken to manage them 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		

## B. Social 社會 Employment and Labour Practices 僱傭及勞工常規

### Aspect B1: Employment

#### 層面B1：僱傭

General disclosure* 一般披露*	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination and other benefits and welfare  有關薪酬及解僱、招聘及晉升、工作時數、假期、平等機會、多元化、反歧視以及其他待遇及福利的：(a)政策；及(b)遵守對發行人有重大影響的相關法律及規例的資料	<b>Our People</b> Employment Practices  <b>員工關懷</b> 僱傭守則	26
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<b>Subject Areas, Aspects, General Disclosures and KPIs</b> 主要範疇、層面、一般披露及關鍵績效指標		<b>Section</b> 章節	<b>Page Number</b> 頁數
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	<b>Our People</b> 員工關懷	25
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		
<b>Aspect B2: Health and safety</b> 層面B2：健康與安全			
General disclosure* 一般披露*	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to providing a safe working environment and protecting employees from occupational hazards  有關提供安全工作環境及保障僱員避免職業性危害的：(a)政策；及(b)遵守對發行人有重大影響的相關法律及規例的資料	<b>Our People</b> Occupational Health and Safety  <b>員工關懷</b> 職業安全及健康	27
KPI B2.1#	Number and rate of work-related fatalities 因工作關係而死亡的人數及比率		
KPI B2.2#	Lost days due to work injury 因工傷損失工作日數		
KPI B2.3#	Occupational health and safety measures adopted, how they are implemented and monitored 職業健康與安全措施，以及相關執行及監察方法		
<b>Aspect B3: Development and training</b> 層面B3：發展及培訓			
General disclosure* 一般披露*	Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities 有關提升僱員履行工作職責的知識及技能的政策。描述培訓活動	<b>Our People</b> Training and Development  <b>員工關懷</b> 培訓及發展	29 - 30
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		
<b>Aspect B4: Labour standards</b> 層面B4：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 or 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	<b>Our People</b> Employment Practices  <b>員工關懷</b> 僱傭守則	26
KPI B4.1#	Measures to review employment practices to avoid child and forced labour 檢討招聘慣例的措施以避免童工及強制勞工		
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		

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**Operating Practices 營運慣例**

**Aspect B5: Supply chain management**

**層面B5：供應鏈管理**

General disclosure* 一般披露*	Policies on managing environmental and social risks of supply chain 管理供應鏈的環境及社會風險政策	<b>Our Customers</b> Supply chain management	20
KPI B5.1#	Number of suppliers by geographical region 按地區劃分的供應商數目	<b>顧客服務</b> 供應鏈管理	
KPI B5.2#	Practices relating to engaging suppliers, number of suppliers where the practices are being implemented, 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，以及有關慣例的執行及監察方法		

**Aspect B6: Product responsibility**

**層面B6：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：(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	<b>Our Customers</b> Customer Experience <b>顧客服務</b> 顧客體驗	23
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	<b>Our Customers</b> Quality control <b>顧客服務</b> 品質監控	21
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	Planned for disclosure in future sustainability report 計劃於未來可持續發展報告披露	
KPI B6.3#	Practices relating to observing and protecting intellectual property rights 與維護及保障知識產權有關的慣例	<b>Our Customers</b> Intellectual property rights <b>顧客服務</b> 知識產權	22
KPI B6.4#	Quality assurance process and recall procedures 質量檢定過程及產品回收程序	<b>Our Customers</b> Quality control <b>顧客服務</b> 品質監控	21
KPI B6.5#	Consumer data protection and privacy policies, how they are implemented and monitored 消費者資料保障及私隱政策，以及相關執行及監察方法	<b>Our Customers</b> Customer privacy and personal information <b>顧客服務</b> 顧客私隱和個人資料	23



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**Aspect B7: Anti-corruption**

**層面B7：反貪污**

General disclosure\* Information on:  
一般披露\* (a) the policies; and  
(b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to bribery, extortion, fraud and money laundering  
有關防止賄賂、勒索、欺詐及洗黑錢的：(a)政策；及(b)遵守對發行人有重大影響的相關法律及規例的資料

**Ethical Business Practices**  
**營商操守**

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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

KPI B7.2# Preventive measures and whistle-blowing procedures, how they are implemented and monitored  
防範措施及舉報程序，以及相關執行及監察方法

**Community 社區**

**Aspect B8: Community Investment**

**層面B8：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  
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

**Our Community**  
**社區參與**

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KPI B8.1# Focus areas of contribution  
專注貢獻範疇

KPI B8.2# Resources contributed to the focus area  
在專注範疇所動用資源

