



Tsit Wing International Holdings Limited 捷榮國際控股有限公司*

(Incorporated under the laws of Bermuda with limited liability)
(根據百慕達法例註冊成立的有限公司)

Stock Code 股份代號：2119



A Fully Integrated Food
& Beverage Service
Platform in Pursuit of
Sustainable Growth

2018

Environmental, Social and
Governance Report
環境、社會及管治報告

* For identification purposes only 僅供識別

Environmental, Social and Governance Report

環境、社會及管治報告



CONTENTS

目錄

About This Report 關於本報告	2
Chairman's Message 主席的話	3
About Our Business 關於我們的業務	4
Approach To Sustainability 可持續發展方針	6
Our Products 我們的產品	10
Our Employees 我們的員工	16
Our Environment 我們的環境	22
Our Community 我們的社區	27
Performance Data Summary 績效數據摘要	32
HKEx ESG Reporting Guide Index 香港交易所《環境、社會及管治報告》指引索引	36

Environmental, Social and Governance Report

環境、社會及管治報告(續)

ABOUT THIS REPORT

Tsit Wing International Holdings Limited and its subsidiaries (collectively, “the Group” or “TWG”) is delighted to publish the first Environmental, Social and Governance (“ESG”) Report (“this Report”), disclosing its management approach, efforts and performance on sustainability in the aspects of products, employees, environment and community.

This Report is prepared in accordance with the Environmental, Social and Governance Reporting Guide (“HKEX ESG Reporting Guide”) set out in Appendix 27 of the Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited. Unless otherwise stated, this Report covers the period from 1 January 2018 to 31 December 2018. A “HKEX ESG Reporting Guide Index” mapping the disclosures in this Report to the HKEX ESG Reporting Guide is appended at the end of this Report.

This Report focuses on discussing the Group’s ESG management approach and performance of TWG major business segments, including processing and sales of B2B coffee, black tea and food products in Hong Kong, Macau and Mainland China while the manufacturing bases of coffee and tea are in Hong Kong and Dongguan, Mainland China.

For enquiries, please send questions or comments by email (ir@twcoffee.com) or by post (Flats F–J, 11/F, Block 1, Kwai Tak Industrial Centre, Kwai Tak Street 15–33, Kwai Chung, N.T.).

關於本報告

捷榮國際控股有限公司及其附屬公司(統稱「本集團」或「捷榮」)欣然發表第一份《環境、社會及管治(ESG)報告》(「本報告」)，披露本集團於產品、員工、環境及社區方面的可持續發展管理方針、努力及表現。

本報告依循香港聯合交易所有限公司《證券上市規則》附錄二十七載列的最新《環境、社會及管治報告指引》規定(「香港聯交所ESG報告指引」)所編製。除另外說明，本報告涵蓋本集團由2018年1月1日至2018年12月31日期間的表現。本報告末端附上「香港聯交所ESG報告指引索引」以羅列根據香港聯交所ESG報告指引的披露內容。

本報告重點討論捷榮在香港、澳門及中國作為主要營運地點的咖啡、紅茶及食品的加工及B2B銷售，以及位於香港及中國東莞的咖啡及紅茶廠房在ESG方面的管理方針及表現。

如有任何查詢，請將問題或意見電郵至(ir@twcoffee.com)，或郵寄至香港新界葵涌葵德街15–33號葵德工業中心第1座11樓F–J室。

Environmental, Social and Governance Report

環境、社會及管治報告(續)

CHAIRMAN'S MESSAGE

Thank you very much for reading our first standalone Environment, Social and Governance (“ESG”) Report. Our 86-year heritage originates from an outlet providing coffee roasting and trading of coffee and tea in 1932. Since then, we have grown into a well-trusted brand in Hong Kong, Macau and Mainland China providing one-stop coffee and tea solution services to commercial customers that cover the entire value chain of coffee and tea procurement, processing and distribution, with expertise on Hong Kong-style milk tea. We understand the ESG reporting is not about the annual disclosure but how we manage our sustainable development through caring our employees and stakeholders. Through reading this report, we wish to exhibit to the community that we are serving with commitment and efforts in becoming a trustworthy, ethical and caring enterprise.

As one of the largest B2B coffee and tea solution providers in Hong Kong, Macau and Mainland China, our top priority is to act ethically, and to offer products and services which truly meets the needs of our customers. We see our people cornerstones in helping us to achieve our business goals. Developing and retaining talents have become a priority for us. We make contributions to charities in Hong Kong, in particular, youth development and serving the underprivileged. Last but not least, we keep an eye on our operational environmental impact. Green materials and the implementation of recycling lead to more efficient work and lifestyles in the future.

With the spirit of being a responsible corporate citizen in mind, we are also aware of the social responsibility topics that have been advocated such as ISO 9001 and ISO 22000, invoking higher ethical standards to safeguard the interest of our customers and ensure the integrity of our operation. As a response, we review our current governance mechanism, whistleblowing procedure and employee appraisal approach.

The definition of ‘socially responsible enterprise’ has been changing in recent years and there will be more for TWG to learn and become better. In the coming years, we will continue our effort in communicating with our stakeholders to identify their needs and expectations, integrating ESG elements into the risk management and supply chain management, seeking more measures and channels for the development of our employees and caring the community. We are also aiming at establishing an ESG-specific management structure in a more organized way to manage ESG topics and risks, and to raise our corporate social responsibility culture to the new page of our management development after the initial public offering.

主席的話

感謝閣下閱讀我們的第一份環境、社會和管治(「ESG」)獨立報告。自1932年起，我們一直提供咖啡烘焙和咖啡茶葉貿易至今已有86年歷史。自始，我們已發展為香港、澳門和中國三地備受信賴的品牌，為商業客戶提供一站式咖啡及紅茶策劃服務，涵蓋整個咖啡及茶葉的採購、加工和分銷價值鏈，亦專業於港式奶茶。我們瞭解ESG報告不僅對環境、社會和管治進行年度披露，更反映了我們通過關心員工和持份者實現可持續發展。透過閱讀本報告，希望向所服務的社群展示我們致力成為值得信賴，堅守道德和關懷的企業。

作為香港、澳門和中國最大B2B咖啡及紅茶策劃服務供應商之一，我們的首要任務是以合乎道德的方法，提供真正滿足客戶需求的產品和服務。員工是幫助我們實現業務目標的重要基石，因此發展和挽留人才是我們的首要任務。我們亦捐助香港的慈善機構，特別是關注青年發展和弱勢社群的支援服務。另外，我們密切留意運營造成的環境影響，推廣使用綠色材料和推行回收，以便在未來實現更高效的工作和生活模式。

為了成為負責任的企業公民，我們亦關注ISO 9001和ISO 22000等社會責任議題，採用更高的道德標準以保護客戶的利益，並確保我們的營商環境廉潔清正。有見及此，我們檢視了現時的管治機制，舉報程序和評估員工的方法。

近年來，「社會責任企業」的定義出現了變化，為配合發展，捷榮將不斷進步，精益求精。在未來數年，我們將繼續努力與持份者保持溝通，了解他們的需求和期望。此外，我們計劃將ESG元素融入企業的風險管理和供應鏈管理，並透過多項措施和不同渠道來培訓我們的員工和關心社區。我們還會致力建立一個針對ESG的管理結構，以更有條理的方式處理ESG議題和風險，並在首次公開招股後提升我們的企業社會責任文化，打開企業管理發展的新一頁。

Environmental, Social and Governance Report

環境、社會及管治報告(續)

ABOUT OUR BUSINESS

About TWG

TWG is a leading integrated business to business (B2B) coffee and black tea solutions provider in Hong Kong, Macau and Mainland China. TWG provides one-stop coffee and tea solutions to commercial customers that cover the entire coffee and tea procurement, processing and distribution value chain. Apart from the traditional focus on B2B coffee and black tea solution business, it has expanded its business scope and commenced its frozen meat business in Hong Kong and Mainland China in 2013 and frozen processed food in Hong Kong in 2015 and Mainland China in 2016. The shares of Tsit Wing International Holdings Limited were listed on the Main Board of The Stock Exchange of Hong Kong Limited (stock code: 2119) on 11 May 2018.

TWG's Vision

TWG has the vision to be a “one-stop integrated food and beverages services provider”. Building on this vision, the Group has carried forward a proactive business attitude for over 80 years, meanwhile it keeps diversifying its business portfolio in the food and beverage industries.

關於我們的業務

關於捷榮

捷榮是香港、澳門及中國領先的綜合B2B咖啡及紅茶餐飲策劃服務供應商。捷榮為商業客戶提供一站式咖啡及紅茶餐飲策劃服務，涵蓋整個咖啡及紅茶採購、加工及分銷價值鏈。除了本集團過往集中經營的B2B咖啡及紅茶餐飲策劃服務業務，本集團已擴大業務範圍，於2013年在香港及中國展開急凍肉類業務，並於2015年在香港及於2016年在中國展開急凍預製食品業務。捷榮國際控股有限公司的股份在2018年5月11日於香港聯合交易所有限公司主板上市(股份代號：2119)。

捷榮願景

捷榮的願景是成為「一站式綜合餐飲服務供應商」。貫徹此企業願景，捷榮自成立至今的80多年不斷繼往開來，致力將其飲品、食品及餐飲業務拓展至更多元化。

Environmental, Social and Governance Report

環境、社會及管治報告(續)

TWG's Principle

TWG places its staff, shareholders and customers at top priority, as it is believed that they are the key forces driving to boundless innovation and further success. Here are the principles of how we commit to our stakeholders:

捷榮理念

捷榮以員工為本、捷榮為家、股東為先、顧客為上為經營理念，相信企業上下一心是推動創新及成功的關鍵。捷榮向持份者承諾以下五大服務信念：



Sincerity
真摯誠懇



Attend to the market needs; deliver quality products and hearty services
用心瞭解市場需求，並以最優質的產品及真誠態度服務顧客

Devotion
信守承諾



Prioritise the needs of the clients and the investors
我們上下齊心，不僅真誠對待顧客，對公司的投資者亦同樣重視

Excellence
卓越追求



Serve with professional attitude
憑專業服務態度，致力追求完美



Challenge
敢於挑戰



Remain flexible in the diversified market, bringing out the ultimate dining pleasure with innovative tastes
毋懼行業多元化需求，不斷改進品質，提升品味享受

Innovation
積極開創



Poise for breakthroughs, reinterpreting the standard of fine tastes
堅守企業創新、突破及勇於嘗試的精神，成就更高格調的品味



Adhering to our vision and principles, it is our core mission to provide a variety of quality coffee and milk tea products while promote freshly brewed coffee and tea culture. With innovations and quality materials from different continents, we maintain the highest standard of taste for our customers. To meet our commercial customers' needs, we are diversifying our business by providing an array of food and beverage products and distributing renowned brands in Hong Kong and Mainland China.

秉持捷榮的企業願景及理念，我們專注為顧客提供多款優質咖啡奶茶產品，同時推動品味咖啡及紅茶文化。憑藉創新意念及各地優質原材料，我們一直為客戶提供最優質的產品。我們在香港及中國提供多元化餐飲產品，積極代理知名餐飲品牌，務求照顧不同商業客戶的需要。

Environmental, Social and Governance Report

環境、社會及管治報告(續)

APPROACH TO SUSTAINABILITY

ESG Governance

TWG is aware of its responsibility as a corporate citizen to maintain a strong ESG governance. The Group is dedicated to provide safe and quality food products in an environmental conscious way, in collaboration with its stakeholders, including employees, suppliers and the community. The Board is responsible to formulate and oversee the Group's ESG strategy, while individual committee and management are responsible to monitor and implement different ESG topics.

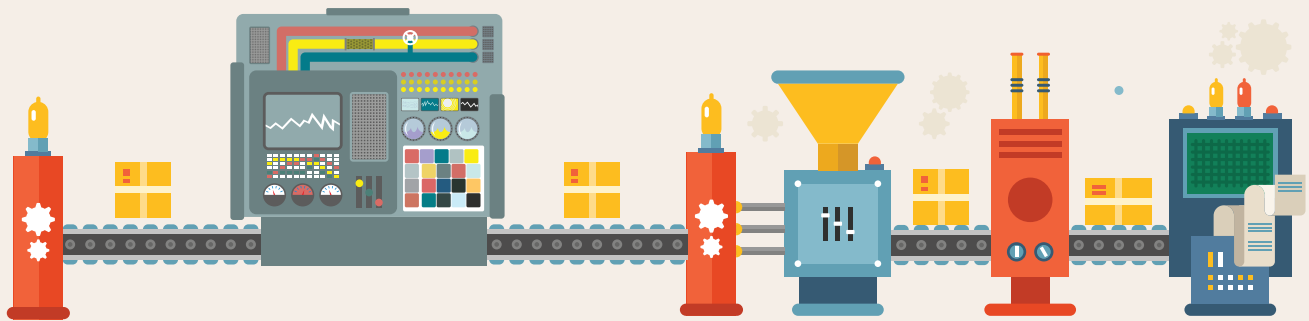
To manage the overall ESG-related risks, the Group has set up a Risk Management (RM) Committee to evaluate and manage potential risk throughout the production and operation process as well as to ensure the Group is in compliance with all relevant laws and regulations. The RM Committee is comprised of management from different departments across the operations, including production, procurement, sales, quality assurance, customer services, management information system, human resources, finance and logistics in Hong Kong and Mainland China. The RM Committee will report any identified and upward trending risks to the Group's management if necessary while an Internal Audit Department is responsible to monitor the effectiveness of RM Committee and reports to the Board and Audit Committee.

可持續發展方針

ESG管治

捷榮集團秉持企業公民責任，重視企業ESG管理。本集團與多方持份者攜手合作，包括員工、供應商和社區等，考慮業務對環境所造成的影響，致力提供安全和優質的食品。董事會負責制定和監督集團的ESG策略，再交由不同的委員會和管理層負責檢視和實施各ESG範疇的工作。

為管理與ESG因素相關的風險，本集團已成立風險管理委員會，負責評估及管理整個生產及營運過程中的潛在風險，並同時確保本集團遵守所有相關的法律及法規。風險管理委員會由香港及中國各個運營部門主管組成，包括生產部、採購部、銷售部、品質保證部、客戶服務部、資訊管理系統部、人力資源部、財務部及物流部。風險管理委員會向集團管理層報告任何識別出和具增長趨勢的重大風險，而內部審計部門亦會負責監督風險管理委員會的有效性，並向董事會和審計委員會報告。



TWG upholds high standards of business ethics and prohibits any bribery, extortion, fraud and corrupt practices. A Whistle Blower Policy is in place to maintain an uncorrupted business environment. There was no legal case regarding unethical or corrupt practices in the reporting year.

捷榮堅守高度商業道德，禁止任何賄賂、勒索、欺詐和貪污行為。我們制定了有效的舉報政策，以維持廉潔的商業環境。在報告年度內，本集團無任何有關不道德或貪污行為的違法案件。

Environmental, Social and Governance Report

環境、社會及管治報告(續)

Stakeholder Engagement

TWG recognises the importance of maintaining continuous communications with stakeholders to better understand their expectations and needs. TWG proactively engages in dialogue with employees, customers, investors, suppliers, business partners and non-governmental organisation (NGO) partners through various channels formally or informally, including e-mails, press releases, site visits, meetings, etc. TWG pays visits to investors for regular communications and explain the performance to investors and to get instant feedback of their expectations and concerns.

持份者參與

捷榮重視與持份者持續溝通互動，讓集團更了解持份者的期望和需求。本集團主動地透過各種正式及非正式的渠道包括電子郵件、新聞稿、實地考察和會議等與員工、客戶、投資者、供應商、業務夥伴和非政府組織(NGO)夥伴對話及接觸，捷榮會與投資者定期會面，向他們講解集團的業務表現，並即時反饋他們的期望和關注。



In preparation of this Report, TWG conducted stakeholder engagement exercise through survey and individual interview to identify the material sustainability issues that matter most to our stakeholders as well as reflect most significant economic, environmental and social impacts to TWG. Over 100 internal and external stakeholders were involved in the exercise, so that TWG would have a better understanding of their concerns and opinions on the Group's sustainability performance. Their comments were considered during the preparation of this Report.

在籌備本報告時，捷榮邀請持份者參與問卷調查及個人訪談，以評估分別對持份者及對捷榮最關鍵的可持續發展議題。是次持份者參與活動共接觸了超過100多名內部和外部持份者，有助捷榮更了解他們對集團可持續發展表現的關注和意見。在編寫本報告時，我們亦把收集到的意見參考在內。

Environmental, Social and Governance Report

環境、社會及管治報告(續)

Materiality

Materiality is one of the Reporting Principles of the HKEX ESG Reporting Guide. Materiality defines the sustainability issues with the most significant importance to a company and its stakeholders. Based on such principle, relevant disclosures on TWG's management approach and performance are laid out in the Report. The materiality assessment of TWG is conducted through the process of identification, assessment, prioritisation and validation.

重要性評估

「重要性」是香港聯交所ESG報告指引的其中一個匯報原則。重要性評估有助區別對公司及對其持份者而言最關鍵的ESG議題，基於這原則，我們亦於本報告對相關ESG事宜的管理方法和表現進行匯報。捷榮通過識別、評估、排序和驗證四個步驟進行是次重要性評估。



Throughout the materiality assessment process, there are 22 sustainability issues identified as relevant to the Group's business in four categories which are operating practices, employment and labour practices, environmental issues and community. Amongst all, 10 issues are prioritised as material issues for disclosure in our first sustainability report and they are located in the two quadrants on the right hand side of the materiality matrix.

在重要性評估的過程中，我們共識別了22個與本集團業務相關的ESG事宜，可分為營運常規實踐、僱傭和勞工責任、環境及社區四個類別。在排序結果中，於重要性矩陣右側兩個方欄內的10個ESG事宜是本集團首份ESG報告重點披露的重要議題。

Environmental, Social and Governance Report

環境、社會及管治報告(續)

TWG Sustainability Issues Materiality Matrix

捷榮的可持續發展事宜重要性評估矩陣



Environmental, Social and Governance Report

環境、社會及管治報告(續)

OUR PRODUCTS

TWG has been dedicated to bring the finest taste and highest quality of coffee and tea to the market for over 80 years by continuous improvement on product quality and diversity. Producing products with high standards while treating our customers with heart are our keys to successful business. We are committed to achieving high standards of product quality and promoting safety along our value chain through a holistic management approach built on the Integrated Management System Policy. This also ensures our operations are generally in compliance with the Food Safety Ordinance (Cap.612) and Part V of the Public Health and Municipal Services Ordinance (Cap.132) and other laws and regulations relevant to product safety and responsibility.

Quality Product

Product Quality Assurance

It is our responsibility to safeguard stakeholders' interests by producing quality and safe products. Our factory operations in both Hong Kong and Dongguan, Mainland China have been certified for numbers of international standards, including ISO 9001:2015 Quality Management, ISO 22000:2005 Food Safety Management Systems and Hazard Analysis and Critical Control Points (HACCP). The certifications are reviewed and updated regularly to bring TWG's operations up to a well-recognised and professional standard. The management system covers sets of internal quality assurance procedures and the products recall mechanism, serving as the foundation of our daily operation and control over product safety hazards and risks.

The internal quality assurance procedure covers from the inspection procedure of incoming raw materials to final delivery of products. We only accept incoming raw materials of coffee beans and tea with appropriate pre-shipment reports including the results of internal sensory inspection and testing according to specific requirements of the government authorities. It is to ensure that no materials with unsatisfactory quality is proceeded to production.

我們的產品

捷榮自八十多年前成立至今，力求持續提升產品質素及多樣化，為廣大市場客戶帶來最優質的咖啡及茶葉產品。以心待客，專注製作優質產品是我們業務達致成功的關鍵。為致力提供高品質水平的產品，我們在集團的《綜合管理體系方針》下建設了全面管理系統，並促進整個價值鏈的安全運作。如此確保了營運總體上都能符合《食物安全條例》(第612章)、公眾衛生及市政條例(第132章)第V部及其他與產品安全和責任相關的法律和規例。

優質產品

品質保證

集團有責任通過生產高質量和安全的產品來保障各持份者的利益。我們在香港和中國東莞開設的廠房已分別獲得多個國際標準認證，當中包括國際標準化組織的ISO 9001:2015質量管理、ISO 22000:2005食品安全管理，以及分析及關鍵控制點(「HACCP」)的認證。我們會定期接受審核並更新認證，使捷榮的營運能持續得到專業生產準則的認可。我們的內部管理體系涵蓋了《產品檢驗程序》和《產品召回機制》，以作為我們日常操作和控制產品安全及風險的基礎。

我們的內部質量保證程序涵蓋了由原材料接收到產品完成的過程中每個檢查步驟。我們嚴格監控集團使用的咖啡豆和茶葉原材料，要求所有原材料必需附有裝運前檢測報告，包括內部的感官檢查的結果及根據相關政府機構具體要求的檢驗報告，以確保沒有把質量不合格的材料投進下一步的加工環節。

Case Study 案例

TWG's Certified Testing Laboratory in Dongguan

During production process, tests on raw materials, semi-products and final products are carried out regularly by the Quality Assurance Department. We have our own designated testing laboratory in the Dongguan manufacturing plant. Our laboratory is certified by China National Accreditation Service for Conformity Assessment (CNAS) and fulfilled the international standard of ISO/IEC 17025:2005.

Each production lot is assessed with various quality parameters such as colour, smell, taste and weight during the inspection so as to uphold the quality standard of every pack of products sold in the market. Meanwhile, all non-conforming products are properly indicated, reviewed, disposed and documented in the production process according to the Control of Non-conforming Product Procedure.

捷榮在東莞獲認證的檢測實驗室

在生產過程中，品質保證部門會定期對原材料、半製成品及最終完成品作嚴謹的檢測。有見及此，我們在東莞廠房設立了一所專門檢測的實驗室。這實驗室不但獲得中國合格評定國家認可委員會的認證，亦符合國際標準化組織ISO/IEC 17025:2005的水平。

我們對每個生產批次都進行各種質量參數的評估，包括色澤、氣味、味道及重量等，以確保市場上出售的每批產品的質量均能達標。與此同時，所有不合格的產品會根據《不合格品管理程序》被適當地標示、審核、處理及記錄。



TWG's Certified Testing Laboratory in Dongguan
捷榮在東莞獲認證的實驗室



Environmental, Social and Governance Report

環境、社會及管治報告(續)

On top of the internal quality assurance procedure, we have developed and adopted an Emergency and Product Recall Policy to handle products with food safety problems after dispensing from our factories. For any food safety hazard and quality risk recognised, our Food Safety Committee in Hong Kong and Crisis Management Committee in Dongguan will carry out assessments on the described product and collect relevant distribution information. The product recall plan and action will be put in place shortly after confirmation. Regular reviews and drills of recall actions are conducted to coordinate our responsible personnel for the actions to be taken. During the reporting period, TWG did not encounter material food safety hazard problems and there were no recalls of products sold or shipped due to health and safety reasons.

Product Diversity Development and Innovation

As one of the region's largest food and beverage service companies, TWG strives to innovate a wide range of products so as to meet ever-changing market expectations. Under our Design Procedure Guidelines, the Research and Development Division is responsible to develop new formulae for our products. On the other hand, our Research and Development Committee leads the mission of product innovation by searching potential business opportunities. To ensure effective research and development, a considerable amount of resources is devoted into the aforesaid process every year as stated in our Research and Development Policy.

在內部品質保證程序以外還為確證已分發出廠的產品的食品安全，我們制定了《危急事故及產品回收程序》，以有效處理有關食品安全問題的回收及應對工作。如發現食品安全危害及風險，香港總部的食品安全小組和東莞廠房的危機管理委員會會對問題產品進行評估，識別並收集其生產日期、批號等相關信息。確認風險及事故後，負責人員會盡快落實產品召回行動。我們更定期對召回行動進行檢討及演練，以協調負責人員要採取的行動。於匯報期內，集團未有發現任何重大食品安全危害事故，亦沒有任何因健康或安全原故而被召回的已出售或已分發產品。

產品多樣化發展及創新

作為這地區內最大的食品及飲料服務企業之一，捷榮致力研發多元化產品以滿足不斷變化的市場需求。根據我們的《設計程序指引》，研究及發展部門會負責研發新的產品配方；同時，研發委員會領頭發掘創新產品的潛在商機。另外，集團按照《研究及發展政策》的規定，每年會投入可觀的資源以支持相關的項目，以有效推動產品研究及發展。

Product Development Feedback Loop:
產品研發回饋機制：



Environmental, Social and Governance Report

環境、社會及管治報告(續)

Throughout the years, we have developed and launched series of products to keep up with the market trends. For example, as fruit tea and bubble tea beverage is becoming more popular among young generations, the Research and Development Committee launched a series of premium tea and powder products for fruit tea and bubble tea mixing with a recipe solutions database for our customers' application in the reporting year.

As a responsible supplier of coffee and tea manufacture, we also source sustainable coffee and organic black tea for our value partners who opt for environmentally friendly and social responsible products. At the same time, we highly respect and strive to protect intellectual property rights by refraining from any disputes or infringement over the property of other parties while maintaining confidentiality of our own product formulae.

Communication with Customers

Customer Feedback

TWG values customers' feedback as one of our drivers for continuous improvement. We collect our customers' feedback through different channels, including regular customer satisfaction survey and effective complaint mechanisms. Every complaint file is handled confidentially by the Customer Services Department. Based on the nature of the complaint, relevant departments will be assigned to participate in the investigation. We will take immediate mitigation measures if required and provide timely response to the customers.

In order to turn the feedback and complaint into practical improvements, the Quality and Complaint Monitoring Team in Hong Kong and the Product Quality Complaint Committee in Mainland China are set up accordingly. The teams meet regularly to review the results of customer satisfaction survey and the complaint, while identifying areas for improvement over our product and service quality.

多年來，我們設計並發佈了多個系列的新產品來配合最新的市場動態。舉例而言，有見近年水果茶及珍珠奶茶大受年輕人歡迎，研究及發展委員會在本報告期內特此推出一系列的優質茶葉及速溶飲料粉，並提供調配食譜及數據庫等客戶支援服務。

作為負責任的咖啡茶品供應及生產商，我們還會為一些選擇環保和社會責任產品的合作夥伴採購可持續咖啡和有機紅茶。同時，我們高度尊重並致力維護知識產權，避免任何產權爭議及對他方造成損害的侵權行為，並保持自身產品配方的機密性。

與客戶溝通

客戶反饋

捷榮重視客戶反饋，將其作為持續改進的推動力之一。我們透過不同渠道收集客戶的反饋及建議，例如進行定期的客戶滿意度調查和建立有效的投訴機制。客戶服務部會對每宗投訴個案進行保密處理，並根據投訴個案的性質與內容，安排有關部門參與深入調查。如有需要，我們會迅速採取適當的紓緩措施，並及時回應受影響客戶。

為了將客戶反饋及投訴轉化為實際的改善措施，集團在香港及中國內地分別設立了品質及投訴監察小組及產品品質投訴處理委員會，各有關部門會定期進行會議檢討客戶滿意度調查結果及投訴個案，並發掘在產品及服務質素上可改善的範疇。

Environmental, Social and Governance Report

環境、社會及管治報告(續)

Product Information and Customer Data Privacy

We believe that TWG's long-standing brand is built on customer trust and it is necessary to maintain our credibility by providing useful and accurate information of our products while protecting our customers' information during our business process. Our advertisement and product labels strictly follow the Trade Description Ordinance and Food and Drugs (Composition and Labelling) Regulations on net weight, nutrition data and ingredient list and we avoid any deceptive statement of information about our product ingredients, nutrition values and raw material origins. On the other hand, in the circumstances that we have to collect our customers' information, we ensure all the information related to customer is collected and handled carefully in compliance with relevant data privacy laws and regulations. During the reporting period, we did not identify any non-compliance incident related to advertisement and labeling of product nor customer data privacy.

Supply Chain Management

Procurement and Supplier Assessment Practices

Our supply chain covers a wide range of regions, providing us a variety of raw materials and supporting services. To ensure our products are sustainably sourced, we engage only suppliers with sound and ethical operational practices. Under our Vendor Management System, all new suppliers and existing suppliers are subject to evaluation in accordance with the relevant policy of TWG and approval by the head of individual business unit. We study their compliance status to laws and regulations as well as their certification of quality and food safety such as ISO 22000 and HACCP, whenever applicable. For existing suppliers, we conduct a performance review annually based on the quality of their products or services provided. If the review result is unsatisfactory, we will first communicate with the supplier and look for feasible solutions, otherwise, the partnership might be terminated for the sake of quality control.

Understanding that there might be a variation of operational standards across regions, our Procurement Department and Quality Assurance Department also carry out regular plant audit exercises with the suppliers of our major products and make sure they operate in line with TWG's internal quality and safety standards.

產品資訊及客戶信息隱私

我們相信捷榮由來已久的品牌價值是建基於顧客信任之上，故必須為客戶提供實用且準確的產品資訊，並在運營過程中竭力保障客戶信息隱私，以保持公司的良好信譽。我們的廣告和產品標籤嚴格遵循商品說明條例及食物及藥物(成份組合及標籤)規例，以其準則來標示淨重量、營養數據和成份清單。我們只提供真實及重要的資訊，避免任何在產品成份、營養價值及原材料來源上的虛假說明。另一方面，對於必須收集的客戶信息，捷榮確保所有信息收集及處理手法符合相關的客戶隱私法律法規。於報告期內，我們未有發現任何在廣告和產品標識及顧客資訊隱私方面的違規事件。

供應鏈管理

採購及供應商評估工作

我們的供應鏈涵蓋廣泛地區，為捷榮提供各式各樣的原材料及跟進服務。為確保產品採購的可持續性，我們只與符合道德規範的供應商合作。在《供應商管理體系》下，所有新聘用及現有供應商都需要根據捷榮相關的公司政策接受評估，並獲個別業務部門主管的批核。評估內容包括供應商在法律法規上的合規情況，還有適用於其營運的品質及食品安全標準認證，例如ISO 22000及HACCP。對於現有供應商，我們會基於其產品或服務質素進行年度表現評估，如評估結果不合格，我們會先與供應商溝通，以尋求可行的解決方案；否則，我們有可能會為控制產品質素而停止與該供應商的合作關係。

另外，理解到不同地區的營運標準會有所差異，我們的採購部與品質保證部亦會定期前往主要產品的供應商廠房進行實地審查，以確保他們的操作流程符合捷榮的內部品質及安全標準。

Environmental, Social and Governance Report

環境、社會及管治報告(續)



Conduct Tea Supplier Audit
進行茶葉供應商審核

Supplier Environmental and Social Awareness

Besides product quality, we also strive to embed and achieve sustainable development along our supply chain. During the supplier selection process, we prioritise suppliers with good practices in managing their environmental and social impacts. Most of our raw coffee bean suppliers are large and internationally renowned groups which are credible in managing their farms, plants and employees. They offer training programs on pesticides usage and organic farming certification to individual farmers. For tea leaf suppliers, we only source from farms that are regulated by the governments on pesticide usage. We will continue to communicate our expectations and requirements to our suppliers and collaborate with our partners for long-term sustainability.

供應商環境與社會意識

除產品質量外，我們亦致力在供應鏈中嵌入及實現可持續發展的理念。在供應商甄選過程中，我們會優先考慮在環境與社會層面上具出色表現的商戶。我們大部分的咖啡原豆供應商都是國際知名的大型企業，在農場、廠房及員工方面均有可靠的管理。他們為獨立農戶提供殺蟲劑使用的培訓課程及有機農務的專業認證。在茶葉供應方面，我們只聘用受政府規管其殺蟲劑使用的農場。捷榮將繼續向供應商傳達我們的期望和要求，並與合作夥伴協作，以實現長遠的可持續發展。

Environmental, Social and Governance Report

環境、社會及管治報告(續)

OUR EMPLOYEES

TWG's employees are our valuable asset to drive business success. We are committed to operating with a high degree of professionalism, while providing our employees a safe and healthy working environment, sufficient welfare and opportunity to continuous development. All of our operation practices are in accordance with the laws and regulations relevant to employment in Hong Kong and Mainland China, including the Contract Law, Employment Ordinance, Society Ordinance, Occupational Safety and Health Ordinance, anti-discriminations ordinances, i.e. Sex Discrimination Ordinance, Family Status Discrimination Ordinance, Disability Discrimination Ordinance and Race Discrimination Ordinance.

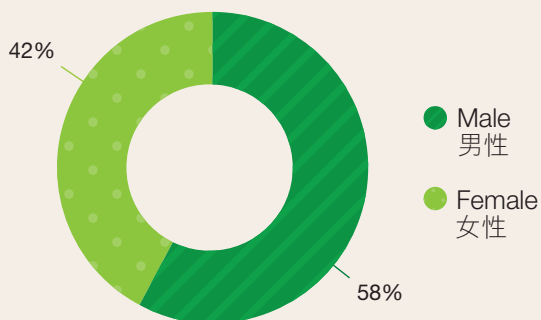
At the end of our reporting year, we had 516 employees in total, including 230 in Hong Kong, 199 in Dongguan, Mainland China and 87 in other supporting offices. The workforce distribution is illustrated as below:

我們的員工

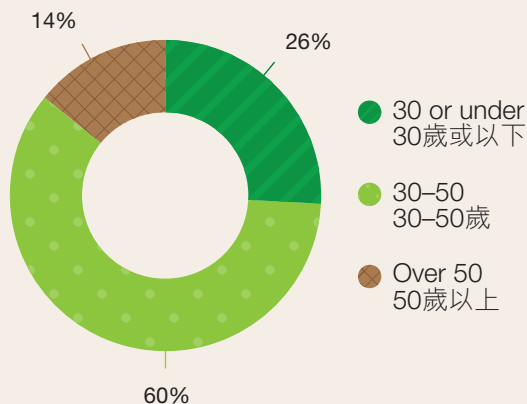
捷榮的員工是集團推動業務成功的寶貴資產。我們承諾以高度專業的水平經營，同時亦會為我們的員工提供一個安全和健康的工作環境、充分的福利、以及持續發展的機會。我們所有的營運常規都是按照香港及中國僱傭相關的法例及法規，包括合約法、僱傭條例、社團條例、職安健條例、反歧視條例，即性別歧視條例、家庭崗位歧視條例、殘疾歧視條例及種族歧視條例。

於報告期末，我們合共有516位員工，包括在香港的230位，東莞的199位及於其他業務支援辦公室的87位。勞動力分佈於下圖展示。

WORKFORCE BY GENDER
按性別劃分的僱員分佈



WORKFORCE BY AGES
按年齡劃分的僱員分佈



Environmental, Social and Governance Report

環境、社會及管治報告(續)

Health, Safety and Well-being

Occupational Health and Safety

It is our top priority to create a workplace which is free from safety and health hazards in operation. The Health and Safety Committee has been established to oversee the development and implementation of health and safety plans and measures as well as to ensure proper handling procedures of safety incidents. The Health and Safety Committee comprises of management executives, safety officers, management and technical staff from individual business units in order to integrate the management approach at different levels.

To raise our employees' awareness of occupational health and safety, all employees have to attend on-board training and regular trainings about occupational health and safety risks associated to their day-to-day duties. We also encourage employees' feedbacks on any potential health and safety hazards in their workplace for precaution purpose.

Our safety management principle is to cover "all members, all procedures and all locations at all time" so as to prevent work-related fatality, serious injury and incident. In addition, our management also conducts annual health and safety assessment on factory facilities and employee dormitory to ensure our employees are highly secured at all time they spend with TWG.

If there are any injury incidents, they will go through official procedures under the supervision of the Health and Safety Committee in accordance with relevant local laws and regulations. Reasonable compensation is provided to the injured staff whenever applicable.

Employee Well-being

We are devoted to promote the physical and mental well-being of our employees, thereby supporting them to maintain work-life balance. We allocate resources to organise leisure and relaxation activities and offer flexible working arrangements upon request of those employees in need.

健康、安全及身心安康

職業健康與安全

我們的首要任務是營造一個安全運作及免於健康危害的工作環境。我們成立了健康及安全委員會，負責監察健康及安全計劃和措施的推行及發展，以及確保所有安全事故均以妥當的程序處理。健康及安全委員會由行政管理層、安全主任、各業務單位的管理及技術人員組成，令管理方案能於各運作層面落實。

為提升員工對職安健的認知度，所有員工須出席與日常職務相關的職安健風險入職和定期培訓。我們亦鼓勵員工對任何潛在於工作環境內的健康及安全危害提出反饋，以作預防。

具體而言，我們的安全管理原則涵蓋了所有成員、程序、地點及時間，以預防因工作而引致的死亡、重傷及事故。另外，我們的管理層亦會針對工廠設施和員工宿舍進行年度的健康及安全評估，以確保捷榮的員工於任何時間都在高度保障的環境下工作與生活。

如有任何工傷案件，所有案件均根據相關的本地法律及規律，在健康及安全委員會的監察下，以正式程序處理。在適當情況下，我們會向傷患員工提供合理的賠償金。

員工身心安康

我們致力促進員工的身心安康，從而支持他們維持工作與生活上的平衡。我們分配資源舉辦休閒和減壓活動，亦為有需要的員工提供靈活的工作安排。

Case Study 案例

TW Club

The TW Club was established in 2010 in the Hong Kong office. It is an organising committee comprised of enthusiastic employees recruited among different departments. It brings our TWG family a variety of leisure activities and energises our employees out of the working stress. During the reporting year, a series of activities were organised under the TW Club:

- A movie watching session and invited a total number of 116 employees and their families and friends to join;
- Lantern making to celebrate Mid-Autumn Festival;
- Leather crafting for the staff to enjoy the art of crafting together; and
- Cake baking class and apple cider making class.

TW Club

在2010年，香港辦公室成立了TW Club。這個組織的籌委會由一群來自不同部門的熱心員工組成。組織為捷榮這大家庭帶來多元化的休閒活動，並給予員工正能量，讓他們釋放工作壓力。在本報告期內，TW Club舉辦了一系列的活動：

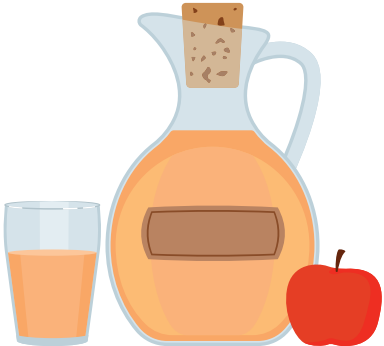
- 電影觀賞會，並邀請了合共116名員工及其家庭成員和朋友參與；
- 為慶祝中秋節舉辦了燈籠製作興趣班；
- 手工皮革興趣班，讓員工一同感受手工的藝術；及
- 蛋糕烘焙班及蘋果酒釀製班。



Case Study 案例



TW Club's Apple Cider Making Class
TW Club的蘋果酒釀製班



Environmental, Social and Governance Report

環境、社會及管治報告(續)

Employee Welfare

Remuneration and Benefits

Under the Welfare Policy, competitive welfare packages including remuneration and other benefits are provided to our employees of different ranks and positions. In addition, we offer allowance on overtime working transportation and meals, overseas business trips, medical welfare, insurance while housing or dormitory welfare is offered particularly for the workers in our Dongguan Plant.

Diversity and Equal Opportunity

We support diversity and strive to develop a harmonic working environment and culture in the Group. We have specific policies on anti-discrimination and harassment in the Staff Handbook to ensure that equal opportunities are given to all our employees regardless of their race, religion, age, nationality, social status, sexual orientation, gender identity, political preference and disability. Employees are encouraged to voice out any unfair treatment encountered at work by reporting to the Senior Management. The Whistle Blower Policy guarantees the right of our employees to report on activities that are deemed to be illegal, unethical or dishonest and enables them to report to Executive Committee through the Group Operating Officer – Compliance. For any cases received, the Group conducts open and stringent inspection on the issues so as to uphold compliance and social responsibilities. During the reporting year, we do not identify any non-compliant behaviours regarding discrimination and harassment.

Human and Labour Rights

We are committed to upholding human and labour rights in all our employee contracts. Policies are developed to prohibit forced labour and child labour. We strictly prohibit any non-voluntary employment, or employment with any form of threat, violence and slavery action, while guarantee employees' right to access basic needs and self-management. Internal guidelines are in place to handle child labour in our Dongguan plants which are in line with the applicable local regulations. During the reporting year, we did not identify any violation of human and labour rights.

員工福利

薪酬及福利

根據集團的福利政策，不同等級及職位的員工會獲得連同薪酬及其他福利的具競爭力的福利組合。另外，我們亦為員工提供超時工作交通津貼、膳食津貼、海外公幹津貼、醫療及保險福利，並特別為東莞廠房的工人提供房屋或宿舍福利。

多元及平等機會

我們支持多元化，竭力在集團推動共融的工作環境及文化。我們的員工手冊內有為針對反歧視及反騷擾行為的特定政策，以確保每位員工都不會因其種族、宗教、年齡、國籍、社會地位、性取向、性別認同、政治取態及殘疾所影響而獲得平等的機會。我們鼓勵員工向高級管理層表達任何在工作上遇到的不公平待遇。集團設立的舉報政策保證我們的員工有權舉告被認為是非法、不道德或不誠實的活動，並讓他們能夠通過集團營運官 – 合規總部向最高管理層報告。對於收到的任何案件，本集團對問題進行公開嚴格的檢查，以維護合規和社會責任。如接收到任何個案，本集團將就該事件進行開放而嚴格的檢查，以維持合規性及社會責任。於報告期內，集團並沒有發現任何有關歧視及騷擾的不當行為。

人權及勞工權利

我們承諾所有願員合約都符合人權及勞工權利，並已制定有關禁止強制勞工及童工的政策。我們嚴格禁止任何非自願以及任何具備威脅、暴力及奴役形式的僱傭，保證員工享有滿足基本需求和自主的權利。東莞工廠亦已有根據當地法規而設的內部準則處理童工問題。於報告期內，我們並沒有發現任何違反人權及勞工權利的情況。

Environmental, Social and Governance Report

環境、社會及管治報告(續)

Employee Training and Development

Training Opportunities

We recognise the value of investing in training and development for our employees' continuous growth. Our Training Policies set out resources and annual plans of general training and core training programs for professional development. All new employees are required to attend an orientation program about company's background, structure, working environment, general policies and occupational health and safety. On-the-job trainings are regularly offered for the staff by duties and qualification requirements covering topics on health and safety, quality control, environmental protection and legal regulations. For example, food allergy prevention and handling hazardous materials trainings and warehouse management trainings are offered to the staff in Quality Assurance Department and Logistic Department, respectively. In addition, to promote the culture of tea and coffee internally, the Research and Development Department delivers sharing sessions about the history and development as well as coffee and tea making skills to general staff from time to time. We also encourage our employees to enrol external professional training in which subsidies will be provided per request based.

Career Progression

We have developed an internal promotion system to ensure sufficient opportunities are offered to our employees in advancing their career in TWG. An evaluation system based on employees' performance, ability, qualification and experience is formulated. We also have cross departmental transferral procedure in case an employee has great potential on the position in another department. Our employees are able to fully develop and exercise their potentials at work and pursue a successful career in the Group.

員工培訓及發展

培訓機會

我們意識到投資在培訓和發展對員工有持續增長的價值。我們的培訓政策列出資源分配、一般及重點培訓的年度計劃，以助員工的專業發展。所有新入職員工都須要出席一個關於公司背景、架構、工作環境、一般政策以及職安健的迎新培訓。除此之外，集團亦會按員工的職責和資歷定期提供在職培訓，涵蓋有關健康與安全、品質控制、環境保護及法律規例等範疇。例如我們會分別為品質保證部和物流部的員工提供預防食物過敏、處理有害物料及管理倉庫的培訓。為了推廣公司內部茶與咖啡文化，研發部會為一般職員組織不定期的分享會，講述咖啡和茶的歷史、發展及製作技巧。我們也鼓勵員工報讀外間專業培訓課程，並就每個申請狀況提供補貼。

事業發展

為確保員工有足夠的機會於捷榮發展事業生涯，我們制定了內部晉升機制。評估系統會基於員工的表現、能力、資歷及經驗作考慮。如有員工在其他部門的崗位具更大的發展潛力，我們也有程序作出跨部門的調動安排。我們的員工在工作上能夠充分地開拓和發揮自己的潛力，並於本集團追尋成功的事業發展。

Environmental, Social and Governance Report

環境、社會及管治報告(續)

OUR ENVIRONMENT

The globe is facing severe environmental challenges and business growth should not come at the expense of environmental sustainability. TWG therefore integrates the environmental policy into our Integrated Management System (“IMS”). Both our Hong Kong and Dongguan operations have been certified with Environmental Management System ISO 14001. Clear procedures in air emissions, noise control, waste management, hazardous waste control and sewage discharge are set out to ensure the compliance of environmental laws and regulations. There are green office initiatives to encourage employees’ environmental conservation behaviour in the workplace. During the reporting year, we conducted third party audits on air emission, fume, water discharge and noise, and we had no non-compliance in Air Pollution Control Ordinance (Cap.311), Waste Disposal Ordinance (Cap.354), and Hazardous Chemicals Control Ordinance (Cap.595) in Hong Kong as well as Environmental Protection Law, Prevention and Control of Atmospheric Pollution Law, Water Pollution Law, Environment Pollution Caused by Solid Wastes Law, and other relevant prevention and control of pollution laws of Mainland China.

Energy Consumption and Air Emission

Under our IMS, we monitor our electricity consumption regularly with reduction target and initiatives for continuous improvement. In Hong Kong, we are replacing T8 fluorescent lamps with T5 fluorescent and LED lamps as well as adopting air-conditioners with Grade 1 energy label during our renovation taken out in phases. In Dongguan, we replaced 60% of the traditional light bulbs with LED lamps in common area. Currently, both afterburner and water scrubber are installed in Hong Kong and Dongguan plant for coffee bean roasting flue gases treatment while we reckon that the water scrubber installed in Hong Kong has proven to remove organic particulates and odour from the flue gases effectively with less diesel consumption than afterburner. Therefore, we are undergoing an upgrade of afterburner to water scrubber for flue gases treatment in Hong Kong which is estimated to reduce 30% of diesel consumption.

我們的環境

全球現正面對嚴峻的環境挑戰，商業增長不應以犧牲環境可持續發展作為代價。因此，捷榮將環境政策融入綜合管理體系當中。我們在香港及東莞的運營總部均已獲環境管理體系 ISO 14001 認證。在廢氣排放、噪音控制、廢棄物處理、有害廢料控制和污水排放方面，我們已制定明確的程序以確保遵守相關的環境法律及規例。我們推廣綠色辦公室以鼓勵僱員在職場上的環境保護習慣。於本報告年度，我們就廢氣排放、煙霧和水排放以及噪音進行第三方審核。我們並沒有違反香港特別行政區的《空氣污染管制條例(香港法例第311章)》、《廢物處置條例(香港法例第354章)》、《有毒化學品管制條例(香港法例第595章)》，以及中華人民共和國的《環境保護法》、《大氣污染防治法》、《水污染防治法》、《固體廢物污染環境防治法》和其他預防和控制相關的法律。

能源消耗及廢氣排放

根據我們的綜合管理體系，我們會定期監察耗電量，並訂立節能目標及措施以持續改善。在香港，我們正分階段在翻新時以T5熒光燈和LED燈取代T8熒光燈，及採用附有一級能源標籤的空調機。在東莞，我們亦以LED燈取代了六成在公用範圍的傳統燈泡。目前，香港和東莞的咖啡豆烘焙廠房都安裝了後燃器(afterburner)及清水洗滌器(water scrubber)來分別處理咖啡豆烘焙煙氣，而我們認知到在香港安裝的清水洗滌器除了能有效地去除煙氣中的有機微粒和氣味之外，其柴油消耗量更遠低於後燃器。因此，我們正逐漸把香港用於處理咖啡豆烘焙煙氣的後燃器升級為清水洗滌器，估計能減少三成的柴油消耗量。

Environmental, Social and Governance Report

環境、社會及管治報告(續)

Freight transportation is one of our major sources of diesel consumption and air emission. The Logistics Department is responsible for planning the shortest delivery route from our site to our customers in order to minimise diesel consumption. Moreover, we have adopted Euro V diesel vehicles to reduce road air emission of NOx and SOx. Our Logistics Department arranges regular inspection and maintenance for our vehicles to avoid oil spills issues.

貨物運輸是我們柴油消耗和空氣排放的主要來源之一。為了減少柴油消耗，物流部會負責規劃由廠房往客戶的最短配送路線。此外，我們已採用歐盟五期柴油車輛，以減少路面的氮氧化物及硫氧化物排放。物流部為我們的車輛安排定期檢查和維修，避免漏油問題。

Greenhouse gases emission in tonnes 溫室氣體排放量(以噸為單位)

Direct GHG emissions (Scope 1)	直接溫室氣體排放量(範圍1)	867
Indirect GHG emissions (Scope 2)	間接溫室氣體排放量(範圍2)	2,275
Total GHG emissions (Scope 1 and 2)	溫室氣體總排放量(範圍1和2)	3,142

Waste Management

We set out the best practices of waste management procedure in our IMS to guide our operation. We prevent over-procurement to eliminate unnecessary wastage. General waste, recyclable waste and hazardous waste are clearly sorted for further handling. The amount of waste generated and recycled are recorded for regular review and monitoring. Department head and management are responsible to monitor the implementation of the procedure.

廢棄物處理

在綜合管理體系裡，我們為廢棄物處理的建議最佳程序提供了營運指引。我們避免過度採購，盡量減少不必要的浪費。一般廢棄物、可回收廢棄物和有害廢棄物均有明確的分類，以便進一步處理。我們亦記錄廢物製造量及回收量，以便定期檢討和監察，並由部門主管和管理層負責監察程序的執行情況。

We encourage the reuse and recycling of non-hazardous materials in office and manufacturing plants to minimise waste generation. Recycling bins for paper, plastics, metals and rechargeable battery are available in office areas to encourage and facilitate recycling habit. Notes and posters are posted near the recycling bins to remind staff why and what to recycle. Used toners are also collected and returned to suppliers for reuse and further handling. In our manufacturing plants, designated areas are available for recycling especially for raw materials packaging such as burlap, paper cardboard, metal and plastic bags. Registered recycling company come to our sites regularly to collect these materials. On the other hand, the non-recyclable general waste is handled by authorised third party to ensure proper waste disposal.

我們鼓勵在辦公室和廠房中重用及回收無害物料，以減少廢棄物的產生。為鼓勵及推動回收習慣，我們在辦公室提供紙張、塑膠、金屬和充電式電池的回收箱。在回收箱旁亦張貼了回收提示及海報單張，提醒員工回收背後的意義及可回收的物件。我們亦會收集已使用的碳粉盒並將其退還給供應商作重用及進一步處理。我們在廠房劃定了回收區，尤其方便包裝原料的回收，如粗麻布、紙板、金屬和塑膠袋。已註冊的回收公司會定期到我們的營運地點收集這些廢棄物，另一方面，未能回收的一般廢棄物則會由合法的第三方處理，以確保廢物被妥善棄置。

Case Study 案例

Utilise the Value of Coffee Grounds in collaboration with different organisations

Coffee grounds are the waste produced from brewing coffee by quality assurance laboratory, TWG Coffee Connoisseurs Academy and staff. To utilize the coffee grounds, we participated in the “Zero Grounds Coffee Campaign (ZGCC)” organised by Eco-Greenergy.

Through upcycling, we turned our coffee grounds into soap and pens as TWG souvenirs for guests and visitors, giving them an additional value while promoting the usage of coffee grounds to public.

與不同的組織合作善用咖啡渣的價值

咖啡渣是由品質保證實驗室、捷榮品味咖啡學院和員工沖調咖啡時所產生的廢棄物。為了善用咖啡渣，我們參與了由綠行俠組織的「全城咖啡渣回收運動」。

透過升級再造，我們把咖啡渣轉化成肥皂及原子筆，作為我們賓客及訪客的紀念品，在給予咖啡渣的價值同時，亦向公眾宣傳咖啡渣的使用。



TWG upcycled coffee grounds and turned them into soap and pens as TWG souvenirs

捷榮把咖啡渣升級再造成肥皂及原子筆，作為我們賓客及訪客的紀念品

Environmental, Social and Governance Report 環境、社會及管治報告(續)

Case Study 案例

In the reporting year, we also donated our coffee grounds for a coffee dyeing workshop during the Le French May Art Festival. Our staff, family members and children from Christian Family Service Centre (CFSC) made use of the coffee grounds from TWG to dye their unique T-shirts and were surprised by this creative use of coffee grounds.

在本報告期內，我們還為法國五月藝術節的一個咖啡染色工作坊捐贈了咖啡渣。我們的員工、家庭成員和基督教家庭服務中心的小朋友利用捷榮提供的咖啡渣染上他們獨一無二的襯衫，他們對這種具創意的咖啡渣使用方法感到驚喜。



TWG participated in the Le French May Arts Festival with children from CFSC
捷榮與基督教家庭服務中心的小朋友參與法國五月藝術節



Environmental, Social and Governance Report

環境、社會及管治報告(續)

To ensure proper handling of hazardous waste, we separate fluorescent tubes, laboratory organic solvent and wasted barrel for organic solvent from general waste and provide designated storage in accordance with the local regulations. The hazardous wastes are collected and handled only by authorised third party with proper records and documentations.

Resource Conservation

Reducing resource consumption is another priority in our environmental policies under IMS. We are aware of the plastic and paper used in our packaging. We widely adopt recycled paper and Forest Stewardship Council certified paper for our product packaging. Our product development team is also exploring the feasibility of using bio-degradable packaging for tea bag products while maintaining the high quality standard of our products.

Besides packaging materials, we also closely monitor our water and paper usage during operation. We record the water consumption level quarterly in different operation units in order to help identify any abnormal trends. Our staff is encouraged to utilise e-faxes and E-filling system to minimise paper usage while paper saving guide is posted near the printing area to remind the use of double-sided printing. Environmental seminars are organised by Human Resources Department and we target to spur environmentally friendly behaviour. We will continue to work with our staff to conserve natural resources where all businesses rely on.

為了確保妥善處理有害廢棄物，我們將熒光燈管、實驗室使用的有機溶劑和曾放置有機溶劑的廢棄桶從一般廢物中分隔，並根據當地法規提供指定貯存空間。有害廢棄物僅由持恰當記錄和文件的合法第三方進行收集及處理。

資源保育

減少資源消耗是我們綜合管理體系下的另一項重視的環境政策。我們意識在包裝過程中會使用到塑料和紙張，故我們廣泛採用再生紙張和獲森林管理委員會認證的紙張進行產品包裝。我們的產品開發團隊也正研究在保持我們產品的高質量標準同時使用可降解物料製作茶包的可行性。

除了包裝材料外，我們還密切監控運營期間的水資源和紙張使用狀況。我們每季度都會記錄不同運營單位的用水量，幫助識別任何異常趨勢。我們鼓勵員工使用電子傳真和電子檔案系統，盡量減少紙張使用，同時我們亦在打印區附近張貼提醒使用雙面打印的告示。人力資源部門會舉辦環境研討會，以推動環保行為。我們將繼續與員工合作，保育為所有企業依賴的自然資源。

Environmental, Social and Governance Report 環境、社會及管治報告(續)

OUR COMMUNITY

TWG is a long-standing company in Hong Kong and we, as a responsible corporate citizen, are committed to creating positive values to the community. It is important for us to grow together as a whole in the community with trust and support from our stakeholders. We received the “10 Years Plus Caring Company Logo” in 2018 as an recognition of our continuous efforts in spreading care and love.



Promotion of Coffee Culture

We do not only bring our best quality coffee and tea products to our customers, but also promote the coffee and tea culture through education and recreational activities to the community.

我們的社區

捷榮結伴香港同行多年，作為負責任的社會公民，我們深明「取之社會，用於社會」的道理，並承諾為社區帶來正面的影響和價值，在持份者的信任和支持下，與社會各界一同成長。我們在2018年獲得「商界展關懷 — 10年大獎」，肯定了集團成員持續在社區傳播愛與關懷的努力。

積極推廣咖啡文化

除了為客戶帶來高品質的咖啡和茶葉產品外，我們透過教育及文化活動積極向社區推廣咖啡與茶葉文化。

Case Study 案例

Case Study: TWG Coffee Connoisseurs Academy

TWG Coffee Connoisseurs Academy ("TWGCCA") was established back in 2016. It aims to nurture coffee enthusiasts and professionals in the market. By the end of 2018, we had over 1800 members in the academy. We constantly organise certificate programs and B2B coffee programs to develop members' professional understanding and skills of coffee making, including coffee history, coffee making theory, tasting and cupping as well as frothing skills and latte art.

案例：捷榮品味咖啡學院

捷榮品味咖啡學院於2016年創立，旨在培養市場上更多咖啡愛好者及專業人士。於2018年底，學院已擁有超過1800位會員。我們定期舉辦專業證書課程和企業咖啡培訓課程，以培養成員及各行業人士對咖啡沖調的認識和技巧，包括咖啡歷史、咖啡製作原理、咖啡品鑑、沖調及拉花等。



TWG Coffee Connoisseurs Academy's Coffee Program
捷榮品味咖啡學院的咖啡培訓課程

Case Study 案例



TWG Coffee Connoisseurs
Academy's Coffee Program
捷榮品味咖啡學院的咖啡培訓課程



To further explore the coffee culture from different origins, we collaborated with a local travel agency for a 10-day Coffee Tour in Italy in the reporting year. The tour allowed participants to experience the taste of Italian coffee. During the tour, TWGCCA delivered a sharing session on Italian coffee making skills and tasting technique of luxury coffee which are rarely found in the market to the participants.

為了進一步探索不同產地的咖啡文化，我們與一所本地旅行社合作，在本報告期內，舉辦了為期十天的「意大利品味咖啡之旅」，讓參加者體驗意大利咖啡的特色和味道。在旅程中，捷榮品味咖啡學院向參加者提供了一節有關意大利咖啡沖調技巧的分享環節及教授難以於市面上找到的精品咖啡的品嚐技巧。



TWG Coffee Connoisseurs
Academy's Italy Coffee Tour
捷榮品味咖啡學院的意大利
品味咖啡之旅

Environmental, Social and Governance Report

環境、社會及管治報告(續)

Local Community Development

In order to bring positive impact to the community, we support the community through means of donation, in-kind sponsorships and volunteering with four focus areas including fostering the youth, community care, supporting athletes and sport events and environmental care.

Volunteering

We encourage our staff to volunteer in charity events and deliver love and care to different groups of the community. In the reporting year, we support youth development by participating the Le French May Arts Festival with the children from Christian Family Service Centre and cooperating with a peer in food and beverage industry for a mooncake making workshop with the children from Inspiring HK Sports Foundation. Besides, we joined a home visit event organised by Faith of Love Foundation to express our care to the elderly citizens living in Cheung Chau. In Dongguan, we co-organised elderlies' home visits twice in the reporting year with social services centres. One of the visits was organised during Mid-Autumn Festival in which our staff shared the love and care with the elderlies on the festive occasion.

本地社區發展

捷榮透過不同的方式支持我們的社區，例如捐募、物資贊助及義工活動等，為社區帶來正面的影響，當中的四個重點範疇包括培育青年、關懷社區、支持香港體育發展及環境保育。

義工活動

公司鼓勵員工積極參與慈善義工活動，向各社群傳遞愛與關懷。於本報告期內，我們支持培育青年，組織員工陪同CFSC基督教家庭服務中心的孩童參與法國五月藝術節，並與餐飲同業合辦月餅工作坊，邀請凝動香港體育基金的孩童參與。此外，捷榮義工隊參加了由相信愛基金舉辦的「相信愛送暖到長洲」長者探訪活動，向長洲西灣村的長者表達關懷。在東莞，我們先後伙拍當地社區服務中心舉辦了兩次長者探訪活動，其中一次更安排在中秋節期間，讓員工在節日裏向長者表達愛與關懷。



Elderlies' Home Visit in
Mid-Autumn Festival
中秋節長者探訪活動

Moreover, we took part in numerous charity events organised by various local organisations. Our active participation has raised funds for various charities, including the Life Education Centre of Samaritan Befrienders Hong Kong, supporting family and children welfare services in the Community Chest, and providing medical treatment for seriously ill children in a corporate charity run activity.

另外，我們亦參與了由各本地團體舉辦的慈善活動。我們的積極參與已為多個社區項目籌得善款，包括香港撒瑪利亞防止自殺會的啟動生命教育服務，公益金的家庭及兒童福利服務，以及為重病兒童提供醫療服務的企業慈善跑步活動。

Environmental, Social and Governance Report

環境、社會及管治報告(續)

Donation and Sponsorship

We value our partnership with community organisations which can deliver our care to the society. We sponsored charitable organisations not only in monetary terms, but also with our food and beverage products to organisations in need. In Hong Kong, we had collaborations with organisations such as Feeding HK, St. James Settlement, Volunteering Training & Development Centre and Western Garden Neighbourhood Elderly Centre in this reporting year. In Dongguan, we also sponsored various organisations and events with our beverage products in charity events organised by the local social services centres.

捐款及贊助

捷榮透過社區組織對社會傳遞關懷，對於社區組織的合作關係十分重視。我們不僅以捐款形式贊助慈善組織，還向有需要的組織提供食品和飲料產品。於匯報期內，我們在香港與樂餉社、聖雅各福群會、義工培訓發展中心及西園長者中心等機構合作。在東莞，我們亦為當地社會服務中心舉辦的各種慈善活動提供飲料贊助。

Environmental, Social and Governance Report

環境、社會及管治報告(續)

PERFORMANCE DATA SUMMARY

績效數據摘要

Environmental performance 環境績效		
	Unit 單位	FY2018 二零一八年度
Greenhouse gas (GHG) emissions 溫室氣體排放量		
Direct GHG emissions (Scope 1) 直接溫室氣體排放量(範圍1)	tonnes CO ₂ e 噸二氧化碳當量	867
Indirect GHG emissions (Scope 2) 間接溫室氣體排放量(範圍2)	tonnes CO ₂ e 噸二氧化碳當量	2,275
Total GHG emissions (Scope 1 and 2) 溫室氣體總排放量(範圍1及2)	tonnes CO ₂ e 噸二氧化碳當量	3,142
Total GHG emissions per tonnes of product produced 按每噸產品計的溫室氣體總排放量	tonnes CO ₂ e/ tonnes of product 噸二氧化碳當 量/噸產品	0.441
Waste disposal 廢棄物		
Hazardous waste 有害廢棄物	tonnes 噸	0.9
Non-hazardous waste 無害廢棄物	tonnes 噸	30.0
Waste recycled 回收廢棄物		
Burlap 粗麻布	tonnes 噸	38.3
Paper 紙	tonnes 噸	71.1
Metal 金屬	tonnes 噸	2.2
Plastic 塑膠	tonnes 噸	4.6

Environmental, Social and Governance Report

環境、社會及管治報告(續)

Energy consumption 能源耗量		
Electricity purchased 外購電力	kWh 千瓦時	3,215,870
Diesel for plant use 廠房柴油	Litre 升	171,900
LPG 液化石油氣	kg 公斤	88,116
Diesel for vehicle 汽車柴油	Litre 升	53,080
Unleaded Petrol for vehicle 汽車無鉛汽油	Litre 升	6,805
Towngas consumption 煤氣消耗量	Unit 單位	403
Total energy consumption 能源總耗量	kWh 千瓦時	6,689,448
Total energy consumption per tonnes of product produced 按每噸產品計的能源總耗量	kWh/tonnes of product produced 千瓦時／噸產品	936
Water consumption 耗水量		
Total water consumption 總耗水量	m ³ 立方米	34,335
Total water consumption per tonnes of product produced 按每噸產品計的總耗水量	m ³ /tonnes of product produced 立方米／噸產品	4.8
Major packaging materials used 主要包裝材料		
Paper and Wood 紙及木	tonnes 噸	1,040
Metal 金屬	tonnes 噸	78
Plastic 塑膠	tonnes 噸	259

Environmental, Social and Governance Report

環境、社會及管治報告(續)

Social performance 社會績效		
	Unit 單位	FY2018 二零一八年度
Employee profile 僱員資料		
Total workforce 僱員總數	no. of people 人數	516
Total workforce by employment type 按僱傭類別劃分的僱員總數		
Permanent 長期	no. of people 人數	512
Contract 合約	no. of people 人數	4
Total workforce by gender 按性別劃分的僱員總數		
Male 男性	no. of people 人數	297
Female 女性	no. of people 人數	219
Total workforce by age group 按年齡組別劃分的僱員總數		
30 or under 30歲或以下	no. of people 人數	133
31-50 31-50歲	no. of people 人數	310
Above 50 50歲以上	no. of people 人數	73
Total workforce by geographic region 按地區劃分的僱員總數		
Hong Kong 香港	no. of people 人數	230
Mainland China 中華人民共和國	no. of people 人數	286
Employee turnover 僱員流失		
Employee turnover rate 員工流失比率	%	15.4%
Employee turnover rate by gender 按性別劃分的僱員流失比率		
Male 男性	%	15.2%
Female 女性	%	15.6%
Employee turnover rate by geographical location 按地區劃分的僱員流失比率		
Hong Kong 香港	%	23.1%
Mainland China 中華人民共和國	%	8.6%

Environmental, Social and Governance Report

環境、社會及管治報告(續)

Occupational health and safety 職業健康及安全		
Total number of work-related fatalities 因工作關係而死亡的人數	no. of people 人數	0
Development and training 發展與培訓		
Percentage of employees trained 受訓僱員百分比	%	74%
Average training hours per employees by gender 按性別劃分的每名僱員完成受訓的平均時數		
Male 男性	hours 小時	10.7
Female 女性	hours 小時	10.0
Average training hours per employees by employee category 按僱員類別劃分的每名僱員完成受訓的平均時數		
Management 管理層	hours 小時	3.2
Senior 高級僱員	hours 小時	8.2
General Staff 一般僱員	hours 小時	13.2
Supply chain management 供應鏈管理		
Number of suppliers by geographic location 按地區劃分的供應商數目		
Hong Kong 香港	number 數目	46
Mainland China 中華人民共和國	number 數目	107
Other regions 其他地區	number 數目	52
Product responsibility 產品責任		
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及健康理由而須回收的百分比	%	0%
Number of products and services related complaints 接獲關於產品及服務的投訴宗數	Number 數目	50
Community investment 社區投資		
Total amount of cash donations 現金捐款總額	HK\$ 港元	174,000
Total hours of volunteer work 義工活動總時數	Hours 小時	556

Environmental, Social and Governance Report

環境、社會及管治報告(續)

HKEx ESG REPORTING GUIDE INDEX

香港交易所《環境、社會及管治報告》指引索引

Subject Areas, Aspects, General Disclosures and KPIs 主要範疇、層面、一般披露及關鍵績效指標		Reference/Remarks 參閱/註釋	Page 頁數
A. Environmental 環境			
Aspect A1 Emission 層面A1：排放物			
General Disclosure 一般披露		Our Environment 我們的環境	22-26
The types of emissions and respective emissions data. 排放物種類及相關排放數據。	KPI A1.1 關鍵績效 指標A1.1	Performance Data Summary 績效數據摘要	32
Greenhouse gas emissions in total (in tonnes) and, where appropriate, intensity. 溫室氣體總排放量 (以噸計算) 及 (如適用) 密度。	KPI A1.2 關鍵績效 指標A1.2	Our Environment 我們的環境	23
		Performance Data Summary 績效數據摘要	32
Total hazardous waste produced (in tonnes) and, where appropriate, intensity. 所產生有害廢棄物總量 (以噸計算) 及 (如適用) 密度。	KPI A1.3 關鍵績效 指標A1.3	Performance Data Summary 績效數據摘要	32
Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity. 所產生無害廢棄物總量 (以噸計算) 及 (如適用) 密度。	KPI A1.4 關鍵績效 指標A1.4	Performance Data Summary 績效數據摘要	32
Description of measures to mitigate emissions and results achieved. 描述減低排放量的措施及所得成果。	KPI A1.5 關鍵績效 指標A1.5	Our Environment 我們的環境	22-23
Description of how hazardous and non-hazardous wastes are handled, reduction initiatives and results achieved. 描述處理有害及無害廢棄物的方法、減低產生量的 措施及所得成果。	KPI A1.6 關鍵績效 指標A1.6	Our Environment 我們的環境	23-25

Environmental, Social and Governance Report

環境、社會及管治報告(續)

Subject Areas, Aspects, General Disclosures and KPIs 主要範疇、層面、一般披露及關鍵績效指標		Reference/Remarks 參閱/註釋	Page 頁數
Aspect A2 Use of Resources 層面A2：資源使用			
General Disclosure 一般披露		Our Environment 我們的環境	22-26
Directed and/or indirect energy consumption by type in total (kWh in'000s) and intensity. 按類型劃分的直接及或間接能源 (如電、氣或油) 總耗量 (以千個千瓦時計算) 及密度。	KPI A2.1 關鍵績效 指標A2.1	Performance Data Summary 績效數據摘要	33
Water consumption in total and intensity. 總耗水量及密度。	KPI A2.2 關鍵績效 指標A2.2	Performance Data Summary 績效數據摘要	33
Description of energy use efficiency initiatives and results achieved. 描述能源使用效益計劃及所得成果。	KPI A2.3 關鍵績效 指標A2.3	Our Environment 我們的環境	22-23
Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency initiatives and results achieved. 描述求取適用水源上可有任何問題，以及提升用水效益計劃及所得成果。	KPI A2.4 關鍵績效 指標A2.4	Our Environment 我們的環境 TWG has no issue in sourcing water that is fit for purpose. The management closely monitors water consumption amount and is of the view that water efficiency program is not the Group's priority task. 捷榮於水源方面未有重大風險。管理層積極監察集團用水量，認為用水效益計劃不是集團的首要工作。	26
Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced. 製成品所用包裝材料的總量 (以噸計算) 及 (如適用) 每生產單位估量。	KPI A2.5 關鍵績效 指標A2.5	Performance Data Summary 績效數據摘要	33
Aspect A3 The Environment and Natural Resources 層面A3：環境及天然資源			
General Disclosure 一般披露		Our Environment 我們的環境	22
Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them. 描述業務活動對環境及天然資源的重大影響及已採取管理有關影響的行動。	KPI A3.1 關鍵績效 指標 A3.1	Our Environment 我們的環境	26

Environmental, Social and Governance Report

環境、社會及管治報告(續)

Subject Areas, Aspects, General Disclosures and KPIs 主要範疇、層面、一般披露及關鍵績效指標		Reference/Remarks 參閱/註釋	Page 頁數
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		Our Employees 我們的員工	16-20
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。	KPI B1.1 關鍵績效 指標B1.1	Performance Data Summary 績效數據摘要	34
Employee turnover rate by gender and geographical region. 按性別及地區劃分的僱員流失比率。	KPI B1.2 關鍵績效 指標B1.2	Performance Data Summary 績效數據摘要	34
Aspect B2 Health and Safety 層面B2：健康與安全			
General Disclosure 一般披露		Our Employees 我們的員工	17
Number and rate of work-related fatalities. 因工作關係而死亡的人數及比率。	KPI B2.1 關鍵績效 指標B2.1	Performance Data Summary 績效數據摘要	35
Description of occupational health and safety measures adopted, how they are implemented and monitored. 描述所採納的職業健康與安全措施，以及相關執行及監察方法。	KPI B2.3 關鍵績效 指標B2.3	Our Employees 我們的員工	17
Aspect B3 Development and Training 層面B3：發展及培訓			
General Disclosure 一般披露		Our Employees 我們的員工	21
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。	KPI B3.1 關鍵績效 指標B3.1	Performance Data Summary 績效數據摘要	35
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。	KPI B3.2 關鍵績效 指標B3.2	Performance Data Summary 績效數據摘要	35

Environmental, Social and Governance Report

環境、社會及管治報告(續)

Subject Areas, Aspects, General Disclosures and KPIs 主要範疇、層面、一般披露及關鍵績效指標		Reference/Remarks 參閱/註釋	Page 頁數
Aspect B4 Labour Standards 層面B4：勞工準則			
General Disclosure 一般披露		Our Employees 我們的員工	20
Description of measures to review employment practices to avoid child and forced labour. 描述檢討招聘慣例的措施以避免童工及強制勞工。	KPI B4.1 關鍵績效 指標B4.1	Our Employees 我們的員工	20
Description of steps taken to eliminate such practices when discovered. 描述在發現違規情況時消除有關情況所採取的步驟。	KPI B4.2 關鍵績效 指標B4.2	N/A 不適用	N/A
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		Our Products 我們的產品	14-15
Number of suppliers by geographical region. 按地區劃分的供應商數目。	KPI B5.1 關鍵績效 指標B5.1	Performance Data Summary 績效數據摘要	35
Description of 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。	KPI B5.2 關鍵績效 指標B5.2	Our Products 我們的產品	14-15
Aspect B6 Product Responsibility 層面B6：產品責任			
General Disclosure 一般披露		Our Products 我們的產品	10-14
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。	KPI B6.1 關鍵績效 指標B6.1	Our Products 我們的產品	12
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。	KPI B6.2 關鍵績效 指標B6.2	Performance Data Summary 績效數據摘要	35
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。	KPI B6.3 關鍵績效 指標B6.3	Our Products 我們的產品	13
Description of quality assurance process and recall procedures. 描述質量檢定過程及產品回收程序。	KPI B6.4 關鍵績效 指標B6.4	Our Products 我們的產品	12
Description of consumer data protection and privacy policies, how they are implemented and monitored. 描述消費者資料保障及私隱政策，以及相關執行及監察方法。	KPI B6.5 關鍵績效 指標B6.5	Our Products 我們的產品	13-14

Environmental, Social and Governance Report

環境、社會及管治報告(續)

Subject Areas, Aspects, General Disclosures and KPIs 主要範疇、層面、一般披露及關鍵績效指標		Reference/Remarks 參閱／註釋	Page 頁數
Aspect B7 Anti-corruption 層面B7：反貪污			
General Disclosure 一般披露		Approach to Sustainability 可持續發展方針	6
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. 於本報告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 B7.1 關鍵績效 指標B7.1	Approach to Sustainability 可持續發展方針	6
Description of preventive measures and whistle-blowing procedures, how they are implemented and monitored. 描述防範措施及舉報程序，以及相關執行及監察方法。	KPI B7.2 關鍵績效 指標B7.2	Approach to Sustainability 可持續發展方針	6
Community 社區			
Aspect B8 Community Investment 層面B8：社區投資			
General Disclosure 一般披露		Our Community 我們的社區	27
Focus areas of contribution. 專注貢獻範疇。	KPI B8.1 關鍵績效 指標B8.1	Our Community 我們的社區	27-31
Resources contributed to the focus area. 在專注範疇所動用資源。	KPI B8.2 關鍵績效 指標B8.2	Performance Data Summary 績效數據摘要	35



Tsit Wing International Holdings Limited

捷榮國際控股有限公司*

(Incorporated under the laws of Bermuda with limited liability)
(根據百慕達法例註冊成立的有限公司)

Stock Code 股份代號：2119