

CHOW TAI FOOK JEWELLERY GROUP

周大福珠寶集團



真誠

Sincerity



幸

福

Blissfulness

永恒

Eternity

Sustainability Report 2022  
可持續發展報告 2022

Stock Code 股份代號：1929

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# About this Report

## 關於本報告

Welcome to the seventh Sustainability Report for Chow Tai Fook Jewellery Group covering the financial year from 1 April 2021 to 31 March 2022. The reporting scope<sup>1</sup> reflects the Group's core and material business units in Mainland China (the "Mainland") and Hong Kong & Macau of China, including 1,782 self-operated POS, offices and four production hubs.

The way we measure and disclose meaningful information about our Environmental, Social and Governance ("ESG") performance is guided by the HKEX ESG Reporting Guide, Global Reporting Initiative ("GRI") Standards and Recommendations from the Taskforce on Climate-related Financial Disclosures ("TCFD"). We are continuously adapting and improving our sustainability reporting in line with the evolving landscape of relevant indices and benchmarks such as the Hang Seng Corporate Sustainability Index.

歡迎閱讀周大福珠寶集團第七份可持續發展報告。本報告期為2021年4月1日至2022年3月31日的財政年度，其涵蓋範圍<sup>1</sup>包括集團在中國內地（「內地」）、中國香港和中國澳門的核心及重要業務單位，包括該等營運地區的1,782個直營零售點、辦公室以及四個生產基地。

我們依循香港聯交所《環境、社會及管治報告（「ESG」）報告指引》、全球報告倡議組織（「GRI」）準則，以及氣候相關財務披露特別工作組（「TCFD」）的建議，量度和披露有意義的可持續發展相關表現資訊。我們亦根據恒生可持續發展指數等相關指數和基準的發展情況，不時調整和完善可持續發展報告。



Hang Seng Corporate Sustainability Index Series Member 2021-2022



恒生可持續發展企業指數系列 2021 - 2022成份股

### Index Constituent 成分股

- Hang Seng Corporate Sustainability Index  
恒生可持續發展企業指數系列
- Hang Seng Corporate Sustainability Benchmark Index  
恒生可持續發展企業基準指數
- Hang Seng ESG 50 Index  
恒生ESG50指數

To reduce impact on the environment, this Report will be disseminated electronically via the sustainability section of our Group website and on the website of HKEX. For disclosures on business highlights, financial performance, strategic reporting and corporate governance, please refer to the [Annual Report 2022](#) of the Group.

為減少對環境的影響，本報告僅透過集團網站的可持續發展專頁及香港聯交所網站以電子版方式發佈。有關業務重點、財務表現、策略報告和企業管治的披露資訊，請參閱本集團[2022年報](#)。



Sustainability section of our Group website  
集團網站的可持續發展專頁



Our Annual Report 2022  
2022年報

We welcome your views and comments on this Report and value your feedback to help us achieve continuous improvement in our reporting quality and to enable us to address all stakeholders' concerns. Please contact us via email at [ir@chowtaifook.com](mailto:ir@chowtaifook.com).

歡迎閣下就本報告的內容提出想法和意見。我們珍視持份者的寶貴意見，以確保報告質量得以持續改善，並能回應持份者所關注的事宜。請電郵至[ir@chowtaifook.com](mailto:ir@chowtaifook.com)與我們聯絡。

<sup>1</sup> The scope of this Report does not include offices and 43 POS located in other markets, including Cambodia, Japan, Korea, Malaysia, the Philippines, Singapore, Taiwan (China), Thailand, United States and Vietnam.

本報告的範圍並不包括柬埔寨、日本、韓國、馬來西亞、菲律賓、新加坡、中國台灣、泰國、美國和越南等其他市場的辦公室和其43個零售點的資訊。



# Leadership Messages

## 管理層的話

### Chairman's Message

#### 主席的話

Dear Stakeholders,

Chow Tai Fook Jewellery Group continues to demonstrate resilience and agility. Despite turbulence in the global markets, challenges posed by the ongoing pandemic and escalating environmental concerns, we are making stellar progress on major drivers for sustainable business growth through our Dual-Force Strategy. Our Dual-Force Strategy primarily focuses on retail expansion and smart retail, underpinned by the four guiding principles of Our Centennial Commitment. These are neatly summarised by the acronym CODE - which stands for Craftsmanship, Obligation, Delight and Environment.



#### Moving forward with Inclusive, Sustainable Growth

The Group's commitment to sustainability starts at the very top. In FY2022, we continued to optimise our governance structure with the aim of enhancing top-down communication with all departments on improving sustainability performance. Our Sustainability Committee has been elevated to the status of a Board Committee co-chaired by two Managing Directors and comprising in total six directors, of whom two are Independent Non-executive Directors.

During the financial year, we have refreshed our management approaches to ESG impacts that are material to the Group under the corporate philosophy of "Nurturing Bliss with Sincerity, Now and Forever". The significance of this corporate philosophy is to enable blissful experiences for all stakeholders through jewellery as the true and heartfelt expression of our core values of "Sincerity • Eternity".



## Nurturing Sustainable Development Opportunities

It is essential for long-term success of our business that we identify and respond effectively to ESG risks and opportunities, such as climate change. The Group is committed to aligning with the Central Government's national development agenda, pushing towards carbon neutrality through accelerated climate action, including making a deep cut in emissions of greenhouse gases ("GHGs").

Since the launch of Our Centennial Commitment, we have already achieved substantial reductions in the intensity of GHGs as well as water and waste. We have achieved these reductions much more quickly than we anticipated. Building on this success, we shall continue to improve our performance. We are exploring innovative ways to satisfy consumer demand with ever greater transparency, efficiency and responsibility through automation and optimisation of digital platforms in collaboration with our business partners.

For many years, the Group has assumed leading roles in industry coalitions and partnerships to promote best practices for a better future of mankind and the planet. This year, we are proud to join the International Colored Gemstone Association and to promote appreciation of coloured gemstones and sustainable practices.

## Growing our Business with Sincerity for Eternity

At Chow Tai Fook, we are forging ever closer ties with our customers by continuously strengthening our product offerings, introducing novel ideas, and promoting inquisitive minds to deliver customer-centric services. With this mission in mind, we are investing in intellectual capital and technology, and nurturing the talent that makes our organisation and the industry with unique advantages and unlimited opportunities.

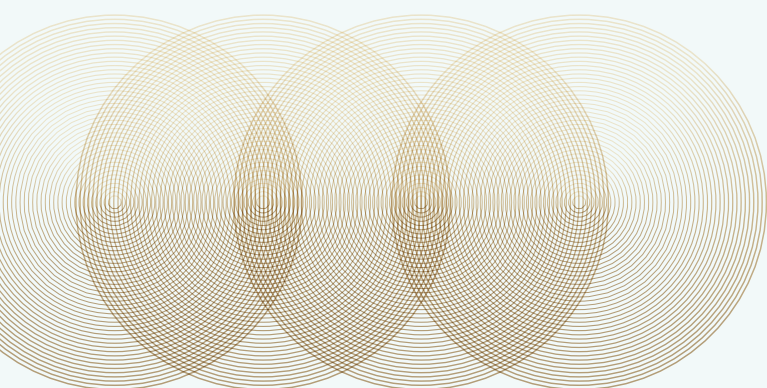
In doing so, we strongly encourage our employees to share their ideas for smarter manufacturing and creating more sustainable products and bespoke customer experiences. I am looking forward to seeing what innovative solutions will emerge from our new Sustainable Development Fund, which was launched in FY2022, to help make our business even better. 93 years of proud history strengthens the Group's courage to lead the way. Moving forwards, we strive to promote green growth and build a blissful planet and communities together.

Reflecting on the challenges that we have experienced together due to the epidemic, in closing, I wish to extend a special note of thanks and solidarity for all colleagues who continue to demonstrate extraordinary resilience. With such an outstanding team behind me, I look forward to the future with hope and confidence.

### Dr. Cheng Kar-Shun, Henry

*Chairman*

Hong Kong, China, 9 June 2022



## 各位持份者：

儘管面對全球市場動盪，加上疫情持續反覆和環境問題升溫所帶來的挑戰，周大福珠寶集團仍能砥礪前行，展現出強勁的堅韌和靈活性，我們通過落實雙動力策略，驅動業務在可持續增長這主要動力上取得重大進展。集團的雙動力策略主要聚焦於零售擴張和智慧零售，並以我們百周年承諾的四大運營守則為基礎，其扼要以四「真」，即真髓 - 傳承創新、真實 - 責任採購、真心 - 以人為本，以及真效 - 環境效益來概略。

## 藉共融賦能 推動可持續增長

集團的可持續發展承諾，始於我們的最高管理團隊。2022財政年度，我們繼續優化管治架構，讓管理層的指導方針能更有效地通達至所有部門、加強溝通聯繫，藉此謀求更好的可持續發展表現。我們的可持續發展委員會更提升至董事會層面，由兩位董事總經理擔任聯席主席，而成員則包括六位董事，其中兩位為獨立非執行董事。

本財政年度，我們本著「用真誠讓幸福永恒」的企業理念，修訂了集團應對主要可持續發展影響的管理方針。這個企業理念的重大意義，是引領我們竭誠透過珠寶，為所有持份者帶來幸福體驗，也讓我們以最真實和由衷的方式表達出「真誠 • 永恒」的企業核心價值。

## 把握可持續發展的機會

集團明白到有效地識別和應對可持續發展相關的風險和機遇，包括氣候變化，是維持業務長遠成功的關鍵。因此，集團致力配合中央倡導的國家發展議程，透過大幅減低溫室氣體排放等氣候行動，加快推進碳中和。

自集團推行百周年承諾以來，我們已成功把溫室氣體排放量、用水量和廢棄物量大幅降低，而且減碳進度較我們預期更快。在這成功的基礎上，我們將繼往開來，持續提升績效。我們正與業務夥伴緊密協作，通過自動化和數字平台優化項目，以創新的方式滿足消費者對透明度、效率和企業責任與日俱增的要求。

多年來，集團一直在行業聯盟和合作夥伴之間擔當著領導角色，推動各種最佳實務守則，為人類和地球締造更美好的未來。今年，我們很榮幸加入了國際有色寶石協會，促進有色寶石鑑賞和可持續的作業模式。

## 用真誠讓業務持續增長

周大福一直盡心竭力拉近與顧客之間的距離，除了不斷強化產品組合，引入嶄新構思外，亦鼓勵求知和探究精神，令我們以客為本的服務精益求精。為此，我們積極投放資源於智力資本及科技，並全力培育人才，為集團以至整個行業打造出獨特優勢和無限機遇。

就上述目標，我們積極鼓勵員工分享其對智慧生產、開創可持續產品和獨特客戶體驗的想法，更於2022財政年度推出了全新的可持續發展基金。我十分期待看到嶄新的創意方案從中誕生，助集團業務更上一層樓。集團93年的光輝歷史，為我們增添帶領行業發展的勇氣。展望未來，我們將竭盡所能，促進綠色增長，共建幸福的地球和社區。

最後，我特別感謝在疫情中與我們一起共渡時艱的全體同事。他們不僅團結一致，而且一直展示出非凡韌性。有此優秀的團隊作為堅實的後盾，我對未來滿懷希望和信心。

**鄭家純博士**

主席

中國香港，2022年6月9日

# Sustainability Committee Co-chairmen Messages

## 可持續發展委員會 聯席主席的話



Building on 93 years of heritage, Chow Tai Fook continues to invest in the sustainable future of our business. We are making determined strides towards our 2029 Centennial Commitment goals and our vision of sustainability.

This year, the Sustainability Committee is excited and emboldened by the opportunity of upholding our Group's corporate philosophy of "Nurturing Bliss with Sincerity, Now and Forever". We are renewing and reinforcing our focus on improving the Group's performance under the four guiding principles of Our Centennial Commitment.

We are committed to upholding these principles in all areas of the Group's business as well as in our relationships with stakeholders in order to contribute "blissfulness" for people and the planet.

### Mr. Wong Siu-Kee, Kent

*Managing Director  
Co-chairman of Sustainability Committee*

Hong Kong, China, 9 June 2022

周大福本著93年的悠久歷史，承上啟下，為業務的可持續未來作出投資。我們堅定不移地向著2029年百周年承諾的目標和可持續發展的願景邁進。

今年，可持續發展委員會喜迎新契機，果敢地實踐「用真誠讓幸福永恆」的企業理念。有鑑於此，集團在持守我們的百周年承諾之四大運營守則下，重整及加強重點業務改善項目，以提升集團表現。

我們盡心竭力於集團所有業務範疇及與持份者的互動中，秉持這些運營守則，為人類和地球謀求幸福。

### 黃紹基先生

*董事總經理  
可持續發展委員會聯席主席*

中國香港，2022年6月9日

As a visionary jewellery leader, we have a clear mission to apply wise strategy in discerning the best course of action to make sustainable differences in our industry. We must stay vigilant to benefit our customers and our planet.

Transforming our mission into action, we are integrating management approaches to material ESG topics into our Dual-Force Strategy. In addition to investing in smart technologies and promoting continual innovation, we are cultivating sustainability ownership in our corporate culture, employees' mindset and daily operations.

We will continue to collaborate with our business partners and care for our communities so we can navigate the sustainability journey together and sustaining "blissful" experiences now and for future.

### Mr. Chan Sai-Cheong

*Managing Director  
Co-chairman of Sustainability Committee*

Hong Kong, China, 9 June 2022

作為高瞻遠矚的珠寶領袖，我們懷著清晰的使命，運用睿智的策略，在行業尋求可持續發展突破的路上，辨明最佳的行動方案。我們必須保持警覺，為促進顧客和地球的福祉努力。

我們把使命付諸行動，將重大可持續發展議題的管理方針，納入雙動力策略中。我們除了投資於智能科技和推動持續創新，亦致力把以可持續發展為己任的理念，植根於企業文化、員工思維和日常營運當中。

我們將繼續與業務夥伴攜手合作，關懷社區，共同在可持續發展的旅程上同心同德、群策群力，把瞬間的幸福體驗化作永恆。

### 陳世昌先生

*董事總經理  
可持續發展委員會聯席主席*

中國香港，2022年6月9日



# About Chow Tai Fook Jewellery Group

## 關於周大福珠寶集團

Chow Tai Fook Jewellery Group Limited (the "Group"; SEHK stock code: 1929) was listed on the Main Board of The Stock Exchange of Hong Kong in December 2011. The Group's vision is to become the most trusted jewellery group in the world.

Founded in 1929, the Group's iconic brand "CHOW TAI FOOK" is widely recognised for its trustworthiness and authenticity, and is renowned for its product design, quality and value. A long-standing commitment to innovation and craftsmanship has contributed to the Group's success, along with that of its iconic retail brand, and has been embodied in its rich heritage. Underpinning this success are our long-held core values of "Sincerity • Eternity".

The Group's differentiation strategy continues to make inroads into diverse customer segments by catering to a bespoke experience for different lifestyles and personalities, as well as customers' different life stages. Offering a wide variety of products, services and channels, the Group's brand portfolio comprises the CHOW TAI FOOK flagship brand with curated retail experiences, and other individual brands including HEARTS ON FIRE, ENZO, SOINLOVE and MONOLOGUE.

The Group's commitment to sustainable growth is anchored in its customer-centric focus and strategies, which are in place to promote long-term innovation in business, in people and in culture. Another asset underpinning sustainable growth is a sophisticated and agile business model. This supports the Group by fostering excellence and extending opportunities along the entire value chain to communities and industry partners across the world.

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

周大福珠寶集團有限公司（「集團」；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，以成為全球最值得信賴的珠寶集團為願景。

集團標誌性品牌「周大福」創立於1929年，廣獲認同為信譽及正貨的象徵，並以產品設計、品質與價值而聞名。集團及其標誌性品牌的成功，從過去的悠久歷史，體現出對創新和工藝的持久堅持，以及恒久抱持的核心價值「真誠•永恒」。

周大福憑藉差異化策略在不同顧客群的市場穩步發展，並提供貼心的消費體驗。透過提供多元化的產品、服務和銷售渠道，滿足顧客不同人生階段的需要。集團的差異化品牌策略以周大福旗艦品牌為核心，並相繼推出針對性的零售體驗，以及HEARTS ON FIRE、ENZO、SOINLOVE與MONOLOGUE等其他個性品牌，每個品牌都承載著不同顧客群的生活態度和個性。

集團借助以客為本的方針及策略，實踐業務可持續增長的承諾，致力於業務、員工和文化方面推動長遠的創新發展。發展成熟的靈活業務模式是推動集團可持續增長的一大優勢，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全球的行業合作夥伴。

集團擁有龐大的零售網絡，遍及中國、日本、韓國、東南亞與美國，並經營發展迅速的智慧零售業務，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。



# Our Vision 我們的願景

To become the most trusted jewellery group in the world

成為全球最值得信賴的珠寶集團

Our extensive retail network spans 5,902 POS in China, Japan, Korea, Southeast Asia and the United States as at 31 March 2022. In the coming years, we will penetrate further into the market in the Mainland by leveraging local knowledge and access provided by our franchisees. We are also seizing new business opportunities arising from the Regional Comprehensive Economic Partnership ("RCEP") to expand our presence in key Asian markets such as Malaysia and the Philippines.

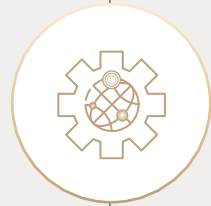
我們擁有龐大的零售網絡，截至2022年3月31日在中國、日本、韓國、東南亞和美國擁有5,902個零售點。未來數年，我們將借助加盟商的地方知識和人脈網絡，進一步開拓內地市場。我們亦會把握《區域全面經濟伙伴關係協定》帶來的新商機，將業務拓展至馬來西亞和菲律賓等亞洲市場。

Our offices located in the Mainland and Hong Kong provide support services for our global value chain.

我們位於內地和香港的辦公室，為全球價值鏈提供支援服務。

We work with around 5,760 suppliers of products and services, of which close to 75% are based in the Mainland. We source diamonds, gems, pearls and precious metals, including gold, silver and platinum from global markets.

我們與約5,760個產品和服務供應商合作，其中近75%位於內地。我們從環球市場採購鑽石、寶石、珍珠和貴金屬，包括金、銀和鉑金。



## FY2022 Performance 表現

For the year ended 31 March 2022 截至2022年3月31日止年度

Revenue 營業額	Core operating profit 主要經營溢利	Earnings per share 每股盈利	Dividend per share for the year <sup>2</sup> 每股全年股息 <sup>2</sup>
98,938	10,002	0.67	0.50
HK\$ million 百萬港元	HK\$ million 百萬港元	HK\$ 港元	HK\$ 港元
Total number of employees* 員工總數*	POS* 零售點*	GHG emissions 溫室氣體排放	Total amount of donations 捐款總額
28,400+	5,902	0.62	54.8
*As at 31 March 2022 於2022年3月31日		tCO <sub>2</sub> e/ HK\$1 million revenue 噸二氧化碳當量 / 百萬港元收入	HK\$ million 百萬港元

<sup>2</sup> Including the proposed final dividend of HK\$0.28 per share, which is subject to the approval of shareholders at the forthcoming annual general meeting. 包括建議每股末期股息0.28港元，須待股東在本公司應屆股東週年大會上批准。

# Our Value Creation Model 價值創造模型

The Group's sophisticated business model nurtures growth to meet the needs of the present without compromising the wellbeing of future generations by supporting sustainable development opportunities.

集團穩建的經營模式，能透過支持可持續發展的機遇，在顧及下一代未來福祉的情況下帶動增長，以滿足當前的需求。

Our Dual-Force Strategy adds fuel to the Group's ambition to contribute to sustainable development through responsible growth. It was launched in FY2021 with the objective of capturing expanding retail consumer demand in high potential markets by ensuring that we deliver seamless, complete and multi-faceted shopping experiences.

This graphic illustrates how interaction between our Dual-Force Strategy and business ecosystem creates value for consumers and other stakeholders such as business partners and local communities in which we operate under Chow Tai Fook's corporate philosophy "Nurturing Bliss with Sincerity, Now and Forever".

Reflecting our core values of "Sincerity • Eternity", Chow Tai Fook strives to deliver "blissfulness" with sincerity by contributing to the wellbeing of mankind and the planet for eternity. In accordance with our corporate philosophy, we have identified four guiding principles that provide direction for our business operations by giving rise to "blissfulness" through practical actions.

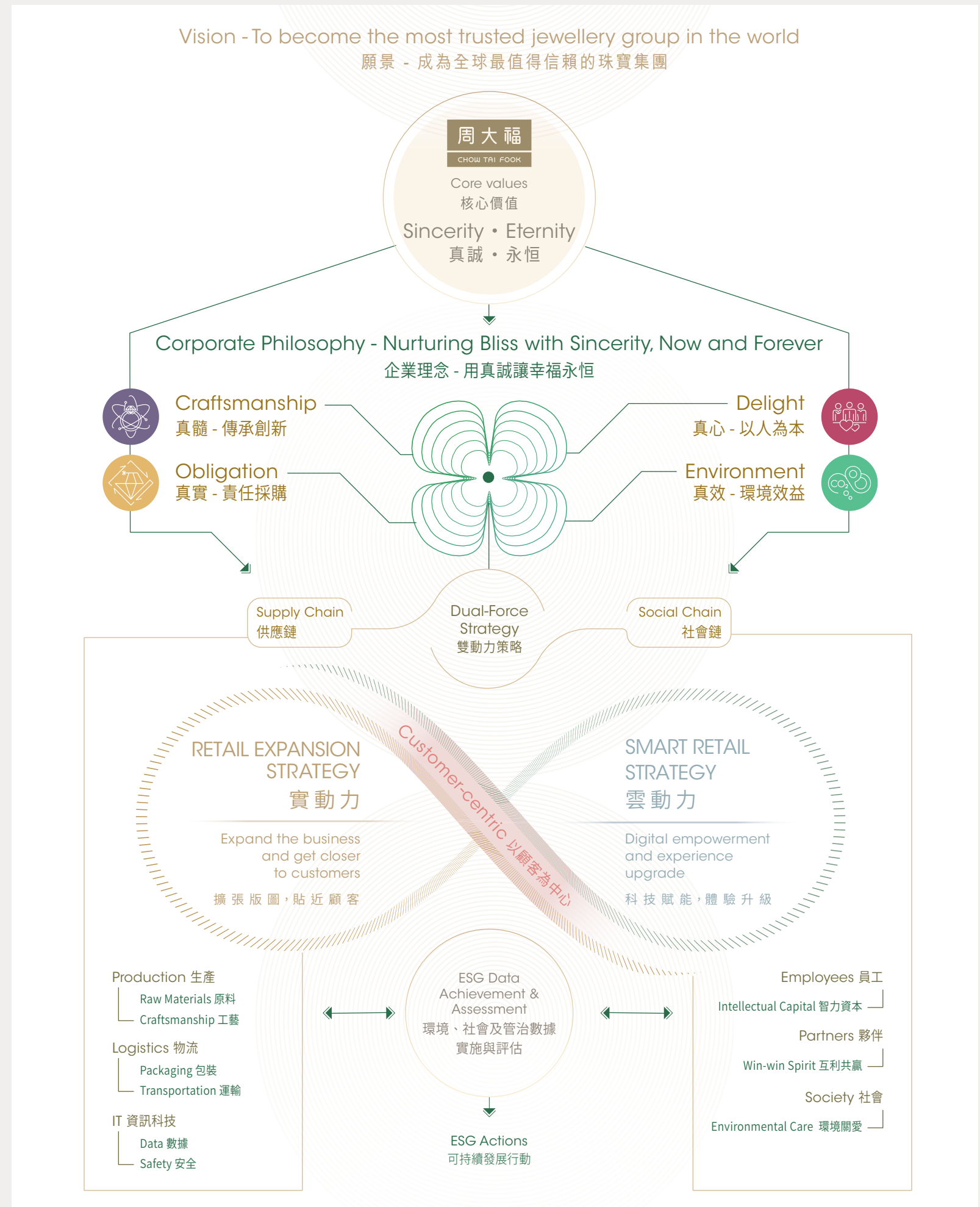
Our value chain incorporates information technology, production and logistics to create a solid foundation for our Dual-Force Strategy. We are committed to engaging with our stakeholders to develop our business and make a sustainable contribution to society. The vertical dimension of our supply and social chains aligns with the four guiding principles: Craftsmanship, Obligation, Delight and Environment. These give direction for our employees to contribute meaningfully to the Group's Sustainability Strategy through their daily interactions and decision-making.

我們的雙動力策略，透過負責任業務增長，為集團可持續發展的抱負增添動力。該策略於2021財政年度推出，旨在透過確保我們提供無縫、更全面、多元化的購物體驗，在潛力優厚的市場上把握與日俱增的零售消費需求。

周大福在「用真誠讓幸福永恒」企業理念下，帶動雙動力策略和業務生態系統之間的互動，為顧客、商業夥伴和經營所在社區等其他持份者創造價值，如圖展示。

周大福秉承「真誠•永恒」的核心價值，致力透過貢獻人類和地球的福祉，以真誠傳遞「幸福」。我們恪守企業理念，明確了四大運營守則，不僅引領業務的營運方針，更以實際行動謀求幸福。

我們的價值鏈，結合了資訊科技、生產和物流，為雙動力策略奠定堅實的基礎。我們致力與持份者通力合作，在拓展業務的同時，並為社會作出可持續的貢獻。縱向的供應鏈和社會鏈符合我們的四大運營守則，包括：真髓、真實、真心和真效，引導所有員工在日常互動和決策中，為集團的可持續發展策略帶來意義重大的貢獻。





We are responding to megatrends shaping our industry, our markets and our communities by channelling drivers for sustainable development into strong sustainability performance. The Group's materiality assessment reflects on the views of our key stakeholder groups, industry trends and leading international ESG frameworks; helping us to identify and address sustainability issues that matter most to our business.

我們正響應塑造行業市場和社區的大趨勢，力求將可持續發展的動力轉化成出色的可持續發展表現。我們透過重要性評估，反映主要持份者群組的觀點、行業趨勢和領先的國際可持續發展框架，以識別和解決對業務最重要的可持續發展議題。

GUIDING PRINCIPLES 運營守則	CRAFTSMANSHIP 真髓 - 傳承創新	OBLIGATION 真實 - 責任採購	DELIGHT 真心 - 以人為本	ENVIRONMENT 真效 - 環境效益
<b>MATERIAL ISSUES</b> 重要性議題	<ol style="list-style-type: none"> <li>1. Passing on the traditional craftsmanship</li> <li>2. Promoting jewellery heritage and culture</li> <li>3. Synergising the industry through partnership</li> <li>4. Cultivating creativity in jewellery design</li> <li>5. Empowering retail with technology</li> </ol> <ol style="list-style-type: none"> <li>1. 傳承傳統工藝</li> <li>2. 傳揚珠寶歷史和文化</li> <li>3. 透過夥伴關係促進行業共同發展</li> <li>4. 培育珠寶設計創意</li> <li>5. 利用科技拓展零售業務</li> </ol>	<ol style="list-style-type: none"> <li>1. Ethically responsible sourcing</li> <li>2. Transparency and traceability of materials</li> <li>3. Supply chain management and engagement</li> <li>4. Human rights and labour practices in the supply chain</li> <li>5. Green procurement</li> </ol> <ol style="list-style-type: none"> <li>1. 道德與責任採購</li> <li>2. 材料的透明度和可追溯性</li> <li>3. 供應鏈管理和參與</li> <li>4. 供應鏈中的人權和勞工常規</li> <li>5. 綠色採購</li> </ol>	<ol style="list-style-type: none"> <li>1. Employees' wellbeing</li> <li>2. Occupational health &amp; safety</li> <li>3. Training and career development</li> <li>4. Diversity and inclusion</li> <li>5. Caring for the community</li> </ol> <ol style="list-style-type: none"> <li>1. 員工的身心健康</li> <li>2. 職業健康與安全</li> <li>3. 培訓和職業發展</li> <li>4. 多元與共融</li> <li>5. 關懷社區</li> </ol>	<ol style="list-style-type: none"> <li>1. Carbon emission and energy management</li> <li>2. Climate-related risks and impacts</li> <li>3. Waste management</li> <li>4. Air quality management</li> <li>5. Water management</li> </ol> <ol style="list-style-type: none"> <li>1. 碳排放與能源管理</li> <li>2. 氣候相關風險和影響</li> <li>3. 廢棄物管理</li> <li>4. 空氣質素管理</li> <li>5. 用水管理</li> </ol>
<b>DRIVERS</b> for sustainable development 可持續發展的動力	<i>Expanding the reach of our heritage and culture</i> 擴大文化傳承的接觸面	<i>Growing our business responsibly</i> 負責任地發展業務	<i>Being an "Employer of choice" for our valued workforce</i> 成為寶貴員工的「首選僱主」	<i>Enhancing efficiency and environmental protection</i> 提高效益及保護環境
<b>MEGATRENDS</b> shaping our industry and markets 塑造行業及市場的大趨勢	<ul style="list-style-type: none"> <li>Automation</li> <li>Data analytics</li> <li>3D printing</li> <li>Demographic changes</li> </ul> <ul style="list-style-type: none"> <li>• 自動化</li> <li>• 數據分析</li> <li>• 3D 打印</li> <li>• 人口變化</li> </ul>	<ul style="list-style-type: none"> <li>Acceleration of supply chain processes</li> <li>Blockchain applications</li> <li>Rise of Generation Z (born from the mid-1990s to mid-2000s)</li> </ul> <ul style="list-style-type: none"> <li>• 供應鏈流程加快</li> <li>• 區塊鏈應用</li> <li>• Z世代崛起（90年代中至00年代中出生）</li> </ul>	<ul style="list-style-type: none"> <li>Automation</li> <li>Individual empowerment</li> <li>Demographic changes</li> <li>Social-economic trends</li> </ul> <ul style="list-style-type: none"> <li>• 自動化</li> <li>• 個人賦權</li> <li>• 人口變化</li> <li>• 社會經濟趨勢</li> </ul>	<ul style="list-style-type: none"> <li>Climate change</li> <li>Resource scarcity</li> <li>Carbon pricing</li> <li>Environmental degradation</li> </ul> <ul style="list-style-type: none"> <li>• 氣候變化</li> <li>• 資源稀缺</li> <li>• 碳價格</li> <li>• 環境惡化</li> </ul>

# Our Centennial Commitment

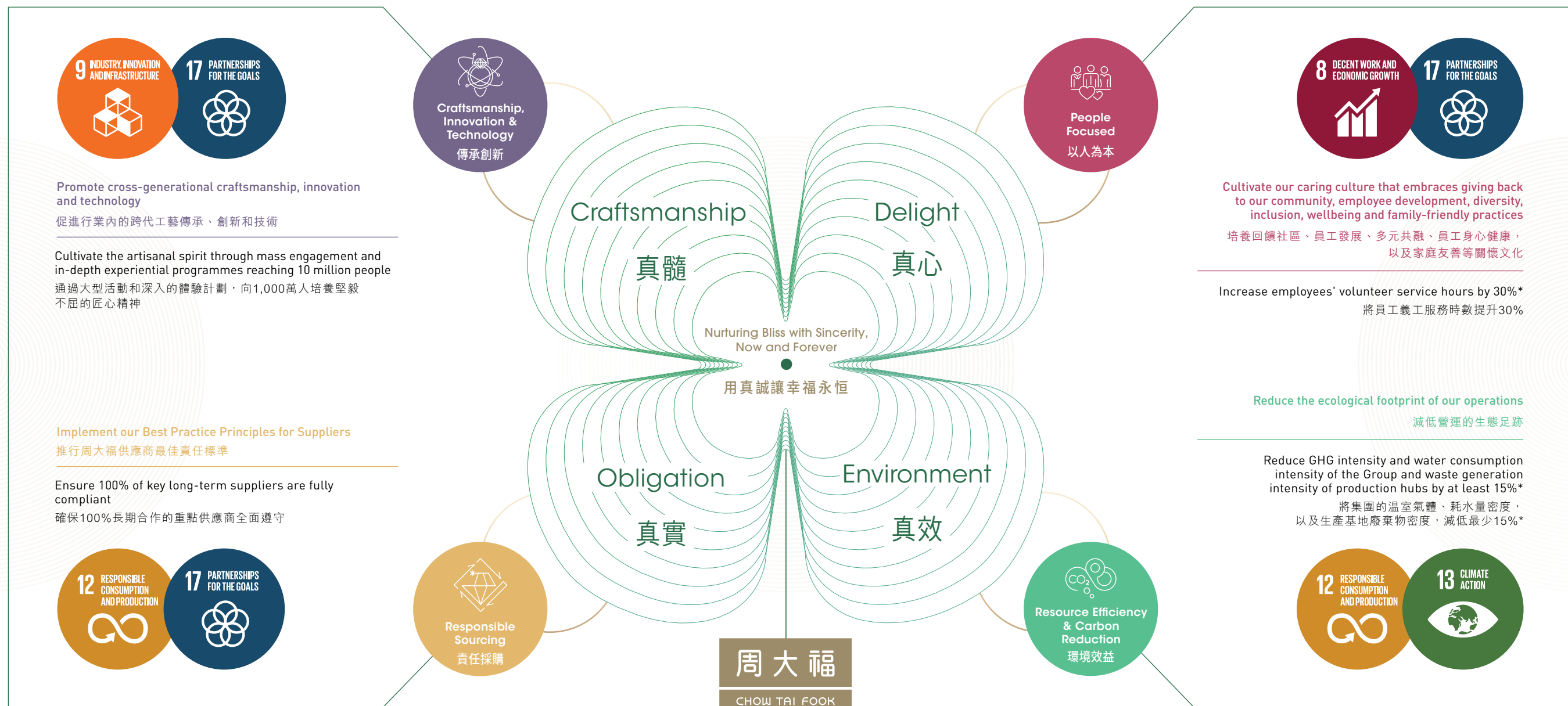
## 百周年承諾

Launched in FY2020, "Our Centennial Commitment" 10-year Sustainability Strategy gives expression to the Group's core values of "Sincerity • Eternity" by embracing sustainable development under four guiding principles. To demonstrate our support for the United Nations Sustainable Development Goals ("SDGs"), we have aligned the strategy with five SDGs where we believe we can make the greatest positive contribution.

Our Centennial Commitment provides a framework for evaluating the Group's progress. We have set ourselves four commitments to achieve by 2029. Please refer to the [Performance](#) section of this Report to learn more about our management approaches under each guiding principle and the progress that we have achieved so far towards our goals.

「我們的百周年承諾」乃為期十年的可持續發展策略，於2020財政年度啟動，並藉著四大運營守則來追求可持續發展，體現出集團「真誠•永恒」的核心價值。我們為響應聯合國可持續發展目標（「SDGs」），將策略對照五個我們認為能作出最積極貢獻的SDGs。

我們的百周年承諾，為集團評估進展提供框架。我們訂立了四項承諾，並力求於2029年或以前達成。請參閱本報告的「表現」章節，了解更多關於每個運營守則的管理方針，以及迄今達成目標的進度。



\*Base year for all numerical targets is FY2019.  
\*所有數字目標的基準年為2019財年。

# FY2022 Highlights

## 摘要

In FY2022, the Group has achieved positive progress under all four guiding principles. In particular, investments in energy, water and materials savings combined with sustained growth in manufacturing have contributed to marked improvement in the environmental performance of our production hubs beyond what we anticipated when our intensity targets were established for GHG, water and waste reduction two years ago.

In response to rising awareness about "carbon neutrality" - a term that is now commonly discussed in the Mainland and around the world we are in the process of reviewing our targets under the environmental pillar. We are conducting a comprehensive audit of carbon impact in our operations and supply chain to inform the Group's roadmap for carbon neutrality going forwards.

2022財政年度，集團於四大運營守則範疇下之項目皆取得了積極進展。我們在節約能源、用水和物料方面的投資，加上製造產能的持續增長，使生產基地的環境表現尤為顯著，超出了兩年前我們為減碳排放、減水和減廢所訂立密度目標的預期。

有見內地和全球對碳中和議題的意識與日俱增，我們正檢討與環境相關的目標，並正在全面審計營運和供應鏈的碳影響，為集團今後實現碳中和的路線圖提供參考。

### Craftsmanship 真髓



CRAFTSMANSHIP,  
INNOVATION &  
TECHNOLOGY  
傳承創新

PEOPLE  
FOCUSED  
以人為本



### Delight 真心



• **4,200,000+**

people have participated in our mass engagement initiatives and in-depth experiential programmes over the years

大型活動和深度體驗計劃累計參與人次



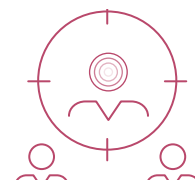
• Implementation of winning ideas from our Global Innovation Award, such as cyanide-free electroplating solution to create a more eco-friendly production process

將創者無界的得獎構思，如無氰電鍍藥水付諸實踐，使生產流程更環保



• Sharing insights and case studies on business innovation with industry leaders

與行業領袖分享有關業務創新的見解和案例研究



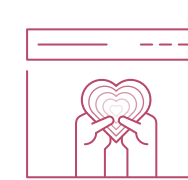
• Recruitment of cultural ambassadors to inspire honesty and integrity among our employees

從員工當中招募文化大使，發揚誠實正直的精神



• Establishment of the Cheng Kar-Shun Youth Development Foundation and the Cheng Kar-Shun Champion Development Foundation respectively to support young people to follow their dreams and contribute to national athletic development

為支持鼓勵年輕人追求夢想創業及協助國家發展體育事業，分別成立鄭家純青年發展專項基金及鄭家純冠軍培養基金



• Fun and healthy activities for all colleagues under our "Bliss Get Set, Go!" programme

在「幸福Get Set, Go!」計劃下，為所有同事舉辦有益身心的活動



• **1,800,000+**  
total training hours  
培訓總時數

• **18,700+**  
hours of volunteer service  
義工服務總時數



• Launch of our Best Practice Principles for Suppliers ("BPPS") in September 2021

**69%** of key suppliers have already signed

2021年9月推出供應商最佳責任標準

**69%**重點供應商已簽署



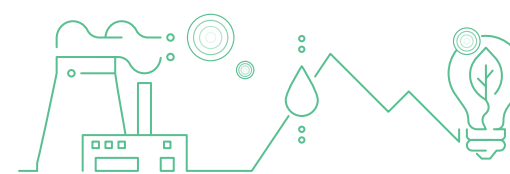
• Membership of the International Colored Gemstone Association, a newly created industry body

加入新成立的行業機構：國際有色寶石協會



• Investigations into eco-friendly packaging materials

研究環保包裝材料



• **31%**  
reduction in GHG emissions intensity\*

溫室氣體排放密度減量\*

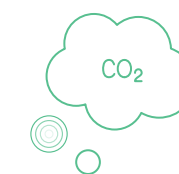
• **38%**  
reduction in water use intensity\*

用水密度減量\*

• **36%**  
reduction in waste intensity from production\*

生產廢棄物密度減量\*

\*Compared to FY2019. 對比2019財年。



• Launch of new Sustainable Development Fund to support circular economy and low-carbon economy

推出新可持續發展基金，以支持循環經濟及低碳經濟



• Low Carbon Manufacturing Programme ("LCMP") Platinum Label bestowed by WWF Hong Kong on our production hub in Wuhan

武漢生產基地榮獲世界自然基金會香港分會頒發低碳製造計劃白金標籤

### Obligation 真實



RESPONSIBLE  
SOURCING  
責任採購

RESOURCE EFFICIENCY &  
CARBON REDUCTION  
環境效益



### Environment 真效



# Sustainability Governance

## 可持續管治

*Chow Tai Fook's Sustainability Strategy is led from the top of our organisation. We are responding to the needs and expectations of our stakeholders with appropriate policies, procedures and initiatives across all areas of our business.*

周大福的可持續發展策略以公司管理層為首，為所有業務範疇釐定合適的政策、程序和計劃，以應對持份者的需求和期望。

The highest governance body of the Group is the Board of Directors. We aim to enhance the effectiveness of the Board by promoting a broad concept of diversity and inclusion with due consideration for personal skills, professional knowledge, regional and industry expertise, gender, age, length of service and other qualities.

In FY2022, the Group complied with all applicable principles and code provisions of the Corporate Governance Code as set out in Appendix 14 to the HKEX Listing Rules. For more information about corporate governance, including board composition, professional development, remuneration and operations, please refer to our [Corporate Governance Report](#) in Annual Report 2022.

In FY2022, the Sustainability Committee was elevated to the full status of a Board Committee to enhance the Board's leadership and oversight for ESG. It is supported by our Sustainability Office, which works closely with all business units to implement and monitor the Group's Sustainability Strategy.

The Sustainability Office is a dedicated taskforce for coordinating, communicating and managing the Group's strategic sustainable development goals, policies and achievements. It liaises with internal and external stakeholders and supports the Sustainability Committee to strengthen the Group's risk identification and response capability for sustainable development.

Materiality assessment is the process of identifying, refining, and assessing numerous potential ESG issues that could affect our business, and our stakeholders. Please refer to the section on [Stakeholder Engagement & Materiality Assessment](#) for full disclosure of our approach.

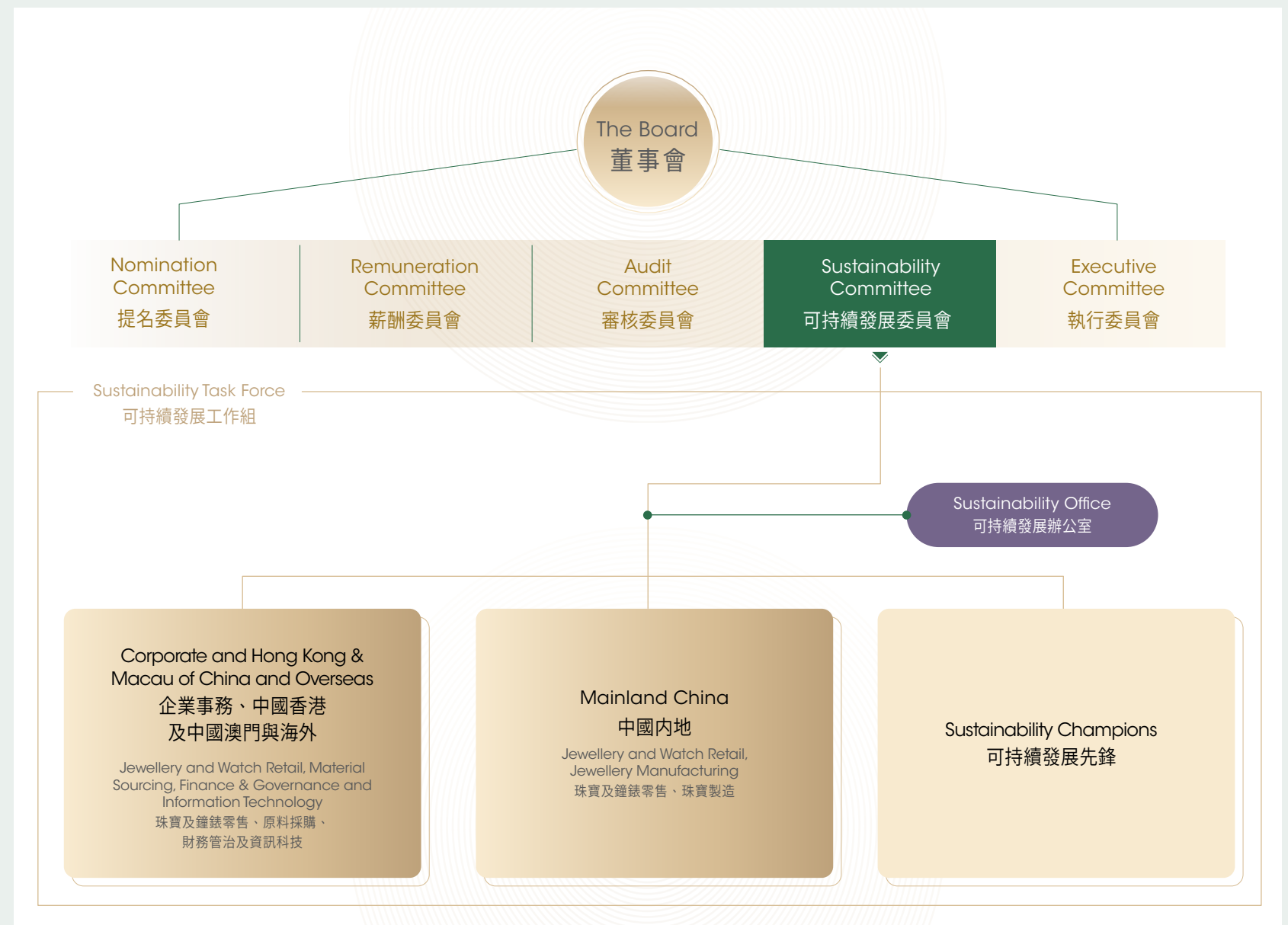
集團的最高管治機構為董事會。我們致力促進多元共融的廣泛理念，透過適當考慮個人技能、專業知識、區域和行業專長、性別、年齡、服務年資和其他才能，提高董事會的效能。

2022財政年度，集團遵循香港聯交所上市規則附錄14《企業管治守則》訂明的所有適用原則和守則條文。有關企業管治的詳情，包括董事會的組成、專業發展、薪酬和運作，請參閱2022年報的[企業管治報告](#)。

可持續發展委員會於2022財政年度正式升格為董事會轄下委員會，以加強董事會對可持續發展的領導和監督。可持續發展辦公室全力支持委員會，與所有業務部門緊密合作，以實施和監控集團的可持續發展策略。

可持續發展辦公室為專責工作組，負責協調、傳達和管理集團的可持續發展策略目標、政策和成果，並與內外部持份者保持聯繫，以支持可持續發展委員會加強集團可持續發展的風險識別和應對能力。

重要性評估的過程，用於識別、完善和評估多個或會影響業務和持份者的可持續發展議題。相關方針的全面披露，請參閱[持份者參與及重要性評估](#)的部份。



### Responsibilities of the Sustainability Committee 可持續發展委員會的職責

- Oversee formulation and implementation of Sustainability Strategy, policies and initiatives thereby enabling the Group to:
  - Identify and respond effectively to sustainable development opportunities and risks;
  - Incorporate sustainability principles and objectives into business decision-making processes;
  - Engage constructively with internal and external stakeholders on relevant topics; and
  - Implement an appropriate accountability structure for applying human, physical and financial resources towards achieving the Group's sustainability objectives.
- Monitor the effectiveness of ESG risk management and internal controls.
- Report to the Board on all aspects of sustainable development, including business, governance, technology, people, environment, and social interests.
- 監督可持續發展策略、政策和計劃的制定和實施情況，從而使集團能：
  - 識別並有效應對可持續發展的機遇和風險；
  - 將可持續發展原則和目標納入於業務決策過程中；
  - 與內外部持份者就相關議題作建設性交流；以及
  - 實施合適的問責架構，將人力、實體和財務資源用於實現集團的可持續發展目標上。
- 監測可持續發展風險管理和內部控制的成效。
- 向董事會報告可持續發展的各方面，包括業務、管治、科技、人員、環境和社會利益。

## In Pursuit of Perfection

*We have comprehensive quality and assurance systems in place to ensure that we excel at meeting and exceeding consumers' expectations. Our commitment to achieving continuous quality improvements, particularly with reference to international standards, helps us to evaluate and improve efficiency, reduce waste, and strengthen management processes throughout our organisation.*

In FY2022, we upgraded our Integrated Quality Management System to align with the latest international standard ISO 9001. Our testing centre monitors the Group's performance to ensure that we deliver only safe, high-quality products for our customers. External auditors play an important role in supporting this process by undertaking regular independent assessments and providing certifications and accreditations for various parts of our business.

## 追求完美

我們配備全面的質素和保證體系，迎合甚至超越顧客期望。我們致力謀求質素的改進，對追求國際標準尤為重視。這份承諾，有助我們評估和提高效率、減少浪費並加強整個企業的管理流程。

2022財年我們將系統升級為綜合管理體系，以符合最新的ISO9001國際標準。我們的檢測中心監察集團表現，確保只有符合安全標準的優質產品，方可售予顧客。外部審計師定期對我們的流程和程序作獨立評估，在授予認證和認可方面扮演重要角色。



Scope 範圍	Certifications and Accreditations 認證和認可	
T MARK diamond T MARK 鑽石	ISO 18323:2015 Consumer Confidence in the Diamond Industry ISO 18323:2015 鑽石業消費者信心國際認證	
All production hubs 所有生產基地	ISO 9001 Quality Management System ISO 9001 質量管理體系	
	ISO 14001 Environmental Management System ISO 14001 環境管理體系	
	ISO 45001 Occupational Health and Safety Management System ISO 45001 職業健康及安全管理體系	
Precious metal testing centres in Shenzhen, Shunde and Wuhan 在深圳、順德及武漢的貴金屬檢測中心	CNAS-CL01 accreditation (equivalent to ISO/ IEC 17025:2005 certification) - China National Accreditation Service for Conformity Assessment 中國合格評定國家認可委員會CNAS-CL01認證 (等同於ISO/ IEC 17025:2005認證)	
Chow Tai Fook Fei Cui Testing Centre in Hong Kong 在香港的周大福翡翠鑑證中心	Jadeite testing laboratory - Hong Kong Laboratory Accreditation Scheme 香港實驗室認可計劃的翡翠鑑證實驗室	
Supply chain 供應鏈	Natural Diamond Quality Assurance Mark, Natural Jade Quality Mark and Quality Gold Mark 天然鑽石品質保證標誌、天然翡翠標誌，以及優質足金標誌	

### KPIs for FY2022 關鍵績效指標

99.6%

Inspection pass rate - in-house products  
檢驗合格率 - 自產貨品

98.0%

Inspection pass rate - outsourced products  
檢驗合格率 - 外館貨品

0

Products sold or shipped subject to recalls for safety and health reasons  
因安全與健康理由而須回收的已售或已運送產品數目

14

Product health and safety related complaints received  
接獲關於產品健康及安全的投訴數目

## Group Policies

*Chow Tai Fook's promise of "Sincerity • Eternity" underpins our Sustainability Governance framework.*

We are in the process of codifying our best practices into a coherent and comprehensive set of ESG policies and procedures that make explicit the Group's high expectations for employees and others with whom we work, including suppliers and business partners.

The following policies form the basis of our Sustainability Governance framework. In FY2022, we reviewed and updated our [Whistleblowing Policy](#) and [Anti-Fraud Policy](#) in line with the updated Corporate Governance Code ("CG Code") appended to the HKEX Listing Rules.

## 集團政策

*周大福「真誠 • 永恒」的承諾，是我們可持續管治框架的基石。*

我們正將集團的最佳實務常規，編制成一套連貫且全面的環境、社會及管治政策和程序，以明確地向員工和與我們共事的夥伴（包括供應商和業務合作夥伴），表達集團的高度期望。

以下政策，為可持續管治框架奠定基礎。我們於2022財年，根據香港聯交所上市規則附錄《企業管治守則》的修訂，檢討並修訂[舉報政策](#)和[反舞弊政策](#)。



ESG Policy Area 可持續發展政策範圍	Policy References 對應政策
<div data-bbox="140 875 336 1070" data-label="Image"> </div> <p data-bbox="140 1093 427 1238"><b>Preventing corruption, bribery &amp; misconduct and respecting privacy</b> 防止賄賂、貪污及不當行為與尊重私隱</p> <ul data-bbox="475 875 1018 1787" style="list-style-type: none"> <li>• Conflicts of interest 利益衝突</li> <li>• Misuse of official positions, assets and information 濫用官方職位、資產和訊息</li> <li>• Cheating and fraud 作弊和欺詐</li> <li>• Malpractice or misconduct 瀆職或不當行為</li> <li>• Deception, theft and embezzlement 欺騙、盜竊和挪用公款</li> <li>• Extortion, conspiracy and collusion 敲詐、陰謀、勾結</li> <li>• False representation and concealment of material facts 虛假陳述和隱瞞重要事實</li> <li>• Terrorist financing 資助恐怖主義</li> <li>• Financing tax evasion 為逃稅融資</li> <li>• Sanctions violation 違反制裁</li> <li>• Account registration, billing and shipping 帳戶註冊、發送帳單和發貨</li> <li>• Records of correspondence 通訊記錄</li> <li>• Personal basic information, personal/ professional interests, marital status and other information 個人基本資料、個人/ 專業興趣、婚姻狀況和其他資訊</li> </ul>	<ul data-bbox="1034 875 1361 1227" style="list-style-type: none"> <li>• <a href="#">Code of Conduct</a> 紀律守則</li> <li>• <a href="#">Whistleblowing Policy</a> 舉報政策</li> <li>• <a href="#">Anti-Fraud Policy</a> 反舞弊政策</li> <li>• <a href="#">Anti-Money Laundering Policy</a> 反洗錢政策</li> <li>• <a href="#">Privacy Policy</a> 私隱政策</li> </ul>



ESG Policy Area 可持續發展政策範圍	Policy References 對應政策
 <p><b>Upholding best practices in supply chain</b> 堅持供應鏈最佳實務常規</p> <ul style="list-style-type: none"> <li>• Business ethics and human rights 營商操守和人權</li> <li>• Natural diamonds and product security 天然鑽石和產品安全</li> <li>• Product and service quality 產品和服務質素</li> <li>• Health and safety 健康與安全</li> <li>• Human and labour rights 人權和勞工權益</li> <li>• Environmental protection 環境保護</li> <li>• Selection of suppliers 甄選供應商</li> <li>• Contracting 簽訂合同</li> <li>• Payment 付款</li> </ul>	<ul style="list-style-type: none"> <li>• Chow Tai Fook <a href="#">Best Practice Principles</a> 周大福最佳執業守則</li> <li>• <a href="#">Best Practice Principles for Suppliers KPI</a> 供應商最佳責任標準關鍵績效指標</li> <li>• Code of Conduct for Precious Metal Suppliers 貴金屬供應商守則</li> <li>• Purchasing Policy 採購政策</li> <li>• Procurement and Supplier Management Policy 採購和供應商管理政策</li> </ul>
 <p><b>Protecting the environment</b> 保護環境</p> <ul style="list-style-type: none"> <li>• Compliance with local and national regulations 遵守當地和國家規例</li> <li>• Implementation of Environmental Management Systems 實施環境管理體系</li> <li>• Energy and resource-saving measures 能源和資源節約措施</li> </ul>	<ul style="list-style-type: none"> <li>• Environmental Management Manuals (all production hubs) 環境管理手冊（所有生產基地）</li> <li>• Waste Separation Guideline 廢物分類指引</li> <li>• Green Office Guideline 綠色辦公室指引</li> </ul>
 <p><b>Putting health and safety first</b> 健康與安全為先</p> <ul style="list-style-type: none"> <li>• Safety first culture 安全第一的文化</li> <li>• Implementation of Occupation Health and Safety ("OHS") Management systems 實施職業健康及安全（「職安健」）管理體系</li> </ul>	<ul style="list-style-type: none"> <li>• Occupational Health and Safety Policy 職業安全健康政策</li> </ul>

## Sustainable Development Fund

Our Centennial Commitment makes a strong statement about the Group's attitude towards sustainable development, but we also aspire to integrate sustainability goals deep into our business ecosystem by making ESG an integral part of how we operate and how our colleagues contribute to the business.

With their first-hand knowledge and experience, we recognise that employees are in the best position to help us identify areas for improvement. In FY2022, we introduced a pilot programme for our new Sustainable Development Fund that is designed to incubate innovative ideas for sustainable products, circular economy and low-carbon economy. We have invited all colleagues to submit proposals. Detailed project plans will be evaluated and approved by our Sustainability Committee.

## 可持續發展基金

我們的百周年承諾，表明集團對可持續發展堅定不移的態度。我們更渴望將可持續發展目標，融入到業務生態中，使可持續發展成為營運指引和同事為企業貢獻不可或缺的一部份。

我們認為，員工俱備第一手知識和親身經驗，定必能指出業務需改進的地方。2022財年我們推出可持續發展基金試點計劃，目的是孵化可持續產品、循環經濟和低碳經濟的創新理念。我們邀請全體同事提交提案。詳細的項目計劃，將由可持續發展委員會評估和審核。

### Preferred areas of investment in our new Sustainable Development Fund 全新可持續發展基金的首選範疇

#### Sustainable Products and Services 可持續產品及服務



- Sustainable products 可持續產品
- Sustainable packaging 可持續包裝
- Sustainable POS 可持續零售點

#### Circular Economy 循環經濟



- Material circularity 循環物料
- Green procurement 綠色採購

#### Low-carbon Economy 低碳經濟



- Energy conservation in production facilities and POS 生產設施和零售點節能
- Renewable energy 可再生能源
- Carbon offsetting 碳抵消

# Ethical Business Practices

## 營商操守

*We uphold ethical business practices in our daily operations and interactions with all stakeholders as documented in various policies and practices.*

我們依據各政策和常規的描述，在日常營運和與所有持份者的互動中，堅持營商操守。



### Fair Employment Practices

As stipulated in our [Best Practice Principles](#), [Code of Conduct](#) and [Employee Handbook](#), we strive to maintain fair and inclusive workplaces in our own operations and those of our franchised POS. We also take pride in our approach to promoting employee development and welfare as part of Our Centennial Commitment guiding principles on [Craftsmanship](#) and [Delight](#).

The Group's Human Resources policies and procedures are communicated to all employees during our on-boarding process and whenever there are relevant updates.

### Statement on Human Rights

As stipulated in our [Best Practice Principles](#) and [Code of Conduct](#), Chow Tai Fook aligns with the UN Guiding Principles on Business and Human Rights, as well as other international human rights laws and standards. We observe and protect human rights in our own workplaces and in our relationships with all stakeholders, including our supply chain. We do not condone any form of slavery, human trafficking or forced labour, including coerced, bonded, indentured or child labour. We insist that all suppliers implement fair, humane and non-discriminatory employment practices, treat their employees fairly and respect diversity and inclusion.

In FY2022, we reviewed our purchasing practices to avoid child and forced labour in our supply chain in accordance with our [Best Practice Principles for Suppliers](#). We did not discover any instances of such practices and consequently there were no disciplinary actions undertaken by the Group during the financial year.

### Product information and pricing

We are committed to marketing our products with accurate and honest information. The Pricing Management Committee is responsible for determining the Group's products pricing policy. Our pricing strategy and management system protects consumer rights by ensuring transparency.

### 公平僱傭常規

正如[最佳執業守則](#)、[紀律守則](#)和[員工手冊](#)所訂明，我們致力在直營和加盟零售點的營運中，維護公平和共融的職場。我們亦為促進員工發展和福利的方針感到自豪，為百周年承諾下的[真髓](#)和[真心](#)運營守則的一環。

集團的人力資源政策和程序，在員工入職時，以及通過相關修訂後，適時地向所有員工傳達。

### 人權聲明

不論是周大福的工作場所，還是與所有持份者的關係包括供應鏈，我們遵循聯合國工商企業與人權指導原則，以及其他國際人權法律和標準，並正如[最佳執業守則](#)和[紀律守則](#)所規定，遵守並捍衛人權。我們絕不容忍任何形式的奴役、販賣人口或強迫勞動，包括強迫、抵押、契約或童工。我們堅決要求所有供應商實施公平、人道和非歧視的僱傭常規，公平對待員工並尊重多元與共融。

於2022財年我們根據[供應商最佳責任標準](#)檢討採購常規，以避免供應鏈出現童工和強迫勞動。本財年內，我們並無發現任何該等行為的案例，因而未有採取任何紀律處分。

### 產品資訊及定價

我們致力以準確無誤的資訊推廣產品。定價管理委員會負責為集團釐定產品定價的政策，而定價策略及管理機制，則用於保障消費者權益並確保產品價格的透明度。



## Privacy

We regularly assess the impact of data privacy laws and regulations on our business. The Group's **Privacy Policy** sets out our commitment to safeguarding personal data in full compliance with the new Personal Information Protection Law of the People's Republic of China, the Hong Kong Personal Data (Privacy) Ordinance and other applicable laws and regulations in jurisdictions where we operate. We have a data governance structure and data management procedures in place to protect personal data, which we classify into levels of sensitivity in order to implement security controls that are commensurate with our risk assessment.

Personal data privacy is a top concern for consumers. During the financial year, we enhanced the Group's personal privacy policy in the Mainland and the personal information collection statement of material operating applications. We also re-obtained customers' consent to use their personal data and enhanced our data subject request processing procedures to ensure that we comply with the latest regulations.

We conduct customer privacy workshops for key business departments to enhance our employees' awareness about customer privacy risks. We have also enhanced relevant guidelines for frontline staff.

## Intellectual Property

The Group takes reasonable measures to protect our own Intellectual Property ("IP") and trademarks in relevant jurisdictions as well as to observe the intellectual property rights of others. These measures include registration of intellectual property rights and training for employees on proper use of brands and logos.

During the financial year we established our **Intellectual Property Management System** to manage the Group's IP in a coordinated manner. We work with external parties to monitor IP compliance and take enforcement action, as required.

## 私隱

我們定期評估數據私隱法律和規例對業務的影響。集團的**私隱政策**訂明對保護個人資料的承諾，致力遵守相關法律和規例，包括新的《中華人民共和國個人信息保護法》、香港《個人資料（私隱）條例》及其他司法管轄區適用的法律和規例。我們已制定數據管治架構和數據管理程序，將數據分為不同的敏感級別，就風險評估結果實施保安控制，以保護個人資料。

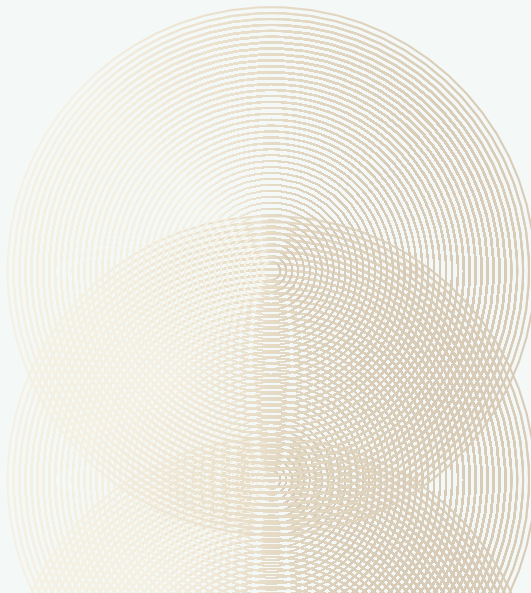
個人資料私隱是顧客最為關注的其中一點。我們於本財務年度，修訂了集團內地個人私隱政策及重要營運應用程式的個人信息收集聲明。我們不僅重新獲得顧客的同意方使用其個人資料，而且加強數據主體請求處理程序，確保合乎最新的規例。

我們舉辦顧客私隱研討會，以提高主要業務部門員工處理顧客私隱風險的意識，同時為前線人員提供相關的執行指引。

## 知識產權

集團採取適當措施，在相關司法管轄區保護自身的知識產權和商標，並遵守他人的知識產權。這些措施包括註冊知識產權，並培訓員工正確使用品牌和標誌。

我們於本財年設立**知識產權管理系統**，讓集團得以有序地管理知識產權。我們亦與外部各方合作，監察知識產權的遵守情況，並在必要時採取執法行動。



## Whistleblowing

We encourage all members of our workforce, including employees of franchised POS, to report suspected instances of corruption and misconduct in order to help uphold the Group's reputation. Our [Whistleblowing Policy](#) outlines the process for employees to report matters of concern, including fraud, conflict of interest, corruption and bribery, abuse of influence, bullying or harassment, theft, breach of Law or Group policies and any other instances of unethical behaviour in our workplaces.

All matters of concern will be handled by our Chief Whistleblowing Officer who is appointed by and accountable to the Audit Committee. We will protect the identity of any person who speaks out unless they choose to disclose it or we are required to reveal it by Law.

## 舉報

我們鼓勵員工和加盟零售點的所有工作人員，匯報可疑的貪污及不當行為，以協助維護集團的聲譽。我們的[舉報政策](#)，闡述員工匯報關注事項的流程，包括舞弊、利益衝突、賄賂和貪污、濫用影響力、欺凌或騷擾、盜竊、違反法律或集團政策，以及職場其他任何失德行為。

所有關注事項，均經由首席舉報專員處理。這個職位由審核委員會任命，並向審核委員會問責。除非自願披露或法律要求，否則舉報者的身分將一概保密。

### KPIs for FY2022 關鍵績效指標

<p><b>0</b> customer privacy related complaints received 接獲與客戶私隱相關的投訴</p>	<p><b>0</b> concluded legal cases regarding corrupt practices 已審結的貪污訴訟案件</p>	<p><b>1,575</b> training hours on integrity and anti-corruption 有關誠信和反貪污培訓總時數</p>
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In FY2022, we conducted refresher training to strengthen our employees' awareness and understanding of anti-fraud and anti-money laundering. We utilise multiple channels such as an electronic bulletin board, Smart Learning app and livestreaming platform to promote employee awareness of these policies.

我們於2022財年舉辦了復修培訓，以加強員工對反舞弊和反洗錢的認識和理解。我們利用電子公告板、「智學」手機應用程式和線上直播等多種途徑，加深員工對這些政策的認識。

## Smart Learning on integrity and anti-corruption 「智學」誠信及反貪污

We have launched new learning courses on "Integrity" in our Smart Learning app, providing instruction to employees on the Group's policies and procedures governing product security and cash-handling supplemented by case studies from our POS. To align with proposed amendments in the Corporate Governance Code of HKEX, we have updated and enhanced the content of our Anti-Corruption Knowledge Kit so that colleagues can keep up to date with new developments.

我們於「智學」手機應用程式推出全新的「誠信」學習課程，並利用零售點營運案例研究，為員工講解有關集團產品安全和現金處理的政策和程序。按香港聯交所《企業管治守則》的修訂建議，我們修訂並完善了反貪污知識集的內容，讓同事能了解相關建議的最新動態。

# Risk Management 風險管理

*Our proactive approach to risk management identifies and mitigates ESG risks in order to strengthen our business by engaging with employees and other key stakeholders.*

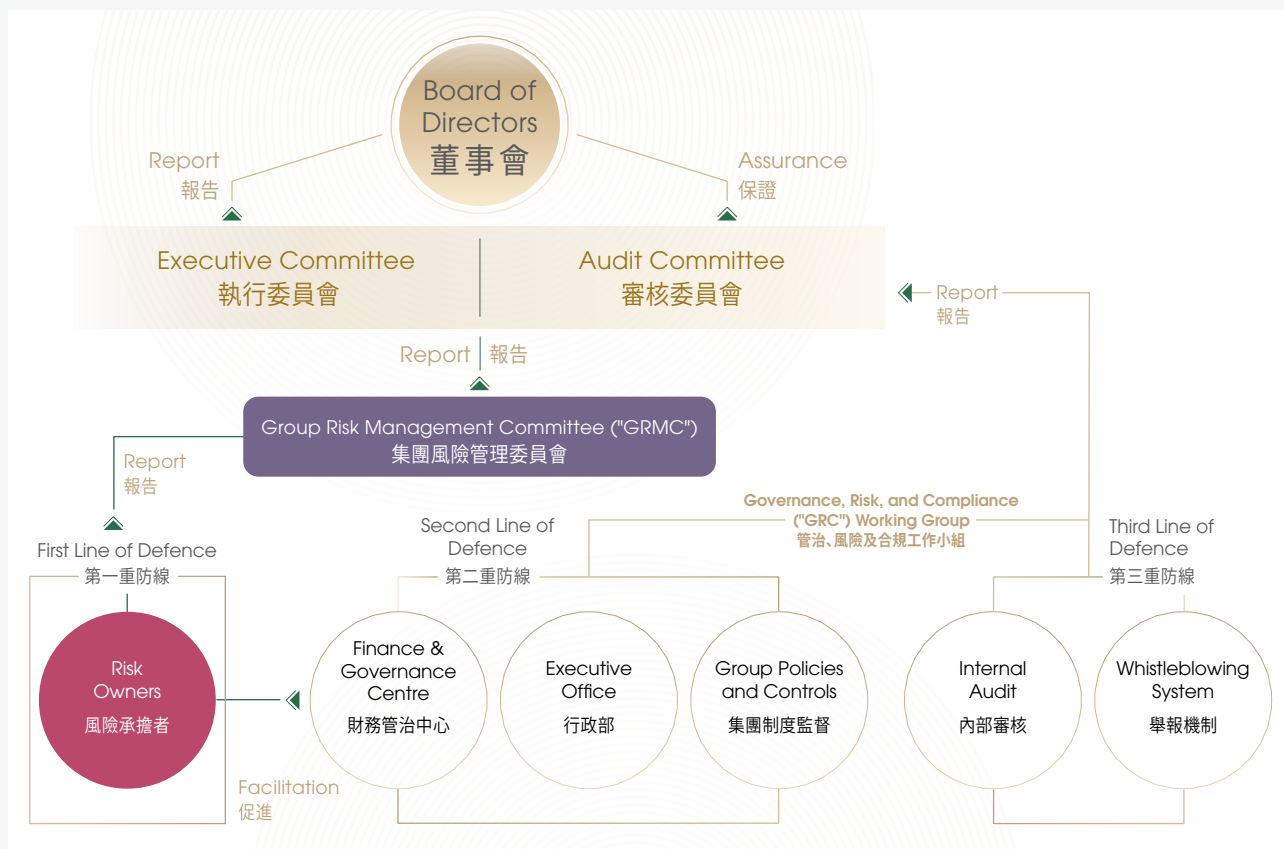
我們前瞻的風險管理方針，能識別和緩減可持續發展風險，並透過與員工和其他主要持份者合作，鞏固我們的業務。



Strong risk culture relies on effective leadership and communication underpinned by robust policies and practices. In accordance with our risk governance model, the Board has overall responsibility for overseeing the Group's Enterprise Risk Management framework, which operates on the basis of Three Lines of Defence. This model facilitates and monitors effective risk management and internal controls throughout our organisation. For more information, please refer to our [Risk Management Report](#) in Annual Report 2022.

深厚的風險文化，全賴有效的領導和溝通，輔以周全穩建的政策和常規。董事會根據風險管治架構，以三道防線為基礎，負責全面監督集團的企業風險管理框架，以促進和監督整個機構有效的風險管理常規和內部控制。有關詳情，請參閱我們2022年報內的[風險管理報告](#)。

## Risk Governance Model 風險管治架構



The Group Risk Management Committee regularly considers the Group's principal risks and potential changes to our risk profile, including ESG risks.

集團風險管理委員會定期討論集團的主要風險和風險狀況的潛在變化，包括可持續發展風險。

It also reviews the operation and effectiveness of internal controls and the procedures by which ESG risks are monitored and mitigated.

委員會亦檢討內部監控的運作和成效，以及監測和緩解可持續發展風險的程序。

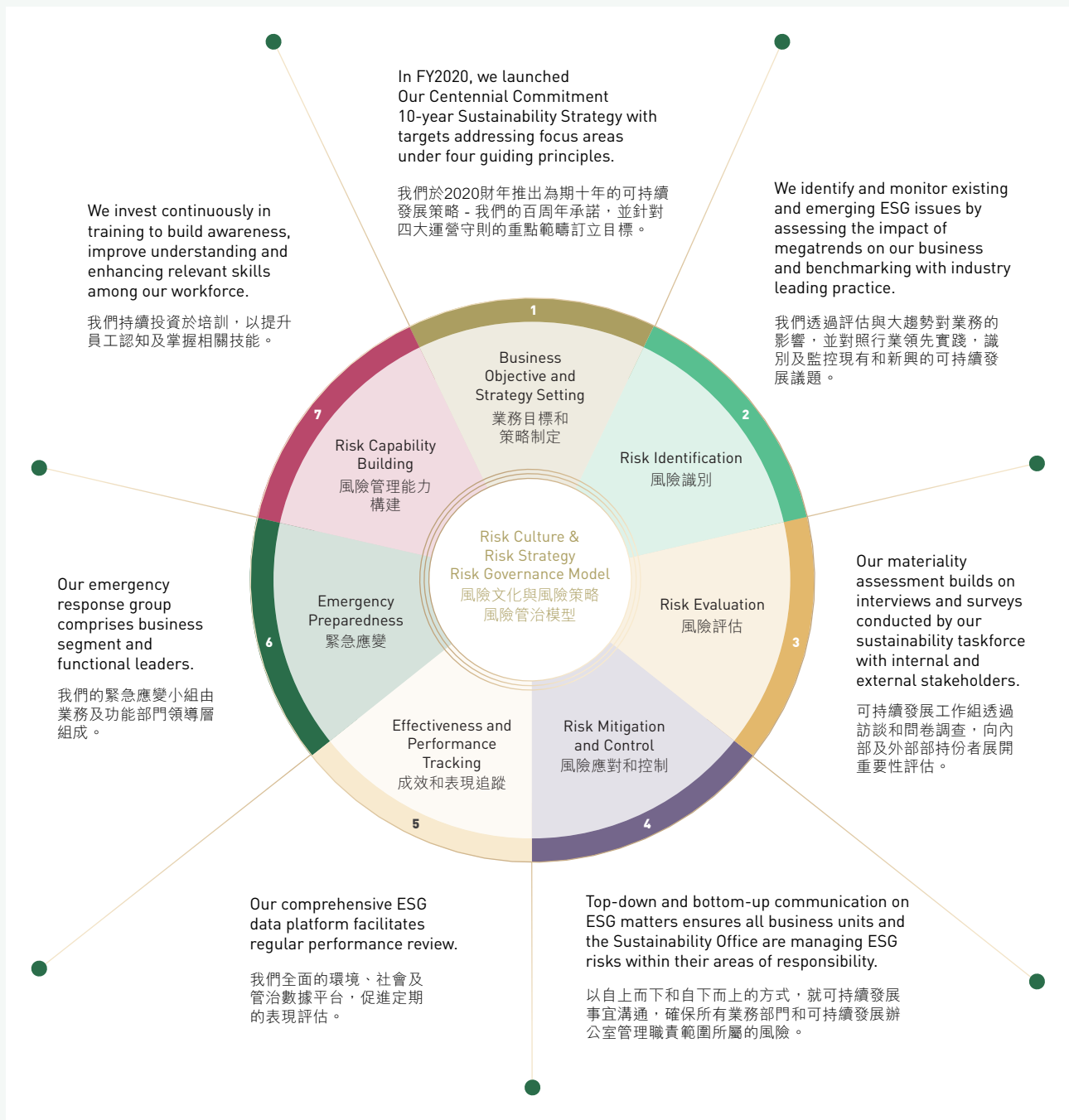
The Group's competitiveness and reputation will be affected if we fail to incorporate ESG risks effectively into our governance approach. The Group's risk register identifies several risk categories that correspond to material sustainability topics covered in this Report. In response to an increasing interest from our stakeholders such as regulators and investors, we have undertaken a comprehensive review of our risk register to elaborate on ESG factors, including ESG disclosure compliance risk and sustainable development risk.

Our ESG Risk Management Framework combines top-down and bottom-up approaches to prioritise, validate and manage ESG risks systematically.

若可持續發展風險未能有效地融合於管治方針中，集團的競爭力和聲譽將受到影響。因此，集團風險登記冊識別的數個風險類別，與本報告中所述的重要可持續發展議題相對應。為回應持份者如監管機構和投資者的日益關注，我們全面審視了風險登記冊，以闡述可持續發展披露合規風險和可持續發展風險等可持續發展因素。

我們的可持續發展風險管理框架，結合了自上而下和自下而上的方針，以系統化的方式為可持續發展風險排列優次、驗證和管理。

### ESG Risk Management Framework 可持續發展風險管理框架





## Climate-related Financial Disclosures

We recognise that human-induced climate change may present the single most significant set of sustainable development challenges and opportunities facing the world today. Climate risks in our operations and our value chain are becoming increasingly complex as a consequence of multiple climatic and non-climate factors occurring simultaneously. Unsustainable development patterns are also increasing risk-exposure for the communities we serve.

TCFD has developed a framework of recommendations to assist organisations such as ours in disclosing climate-related risks and opportunities systematically. In line with this framework, climate risk management at Chow Tai Fook involves risk mapping and mitigation to future-proof our business from both physical risks and transitional risks.

## 氣候相關財務披露

我們明白，人類引起的氣候變化，或許是今日世界面臨唯一最重大的可持續發展挑戰和機遇。多種氣候和非氣候因素同時出現，使業務和價值鏈的氣候風險變得越來越複雜。不持續的發展模式，更使我們所服務的社區，相關風險有所提升。

氣候相關財務披露工作組（「TCFD」）已制定了建議框架，協助像我們這樣的機構，有系統地披露氣候相關的風險和機會。根據這個框架，周大福的氣候風險管理包括風險測繪和緩解，使業務在未來免受實體風險和過渡風險的影響。

### Climate Change Risks and Opportunities 氣候變化風險與機遇

Physical 實體	Transitional 過渡
<p>Our business faces acute and chronic physical risks associated with climate change. Extreme weather events such as typhoons, may disrupt business in POS located in coastal areas. Rising mean temperature may contribute to higher operating costs associated with increased cooling demand.</p> <p>我們的業務，面臨與氣候變化有關的急性和慢性實體風險。極端天氣事件，如颱風，或會干擾沿海地區零售點的業務。平均溫度上升，或會因製冷需求增加導致營運成本增加。</p>	<p>We recognise climate-related transitional risks and opportunities such as advancement of low-emission technologies, carbon pricing and new developments and taxation.</p> <p>我們認知與氣候有關的過渡性風險和機遇，如低碳技術的進步，以及碳價格和稅收的新發展。</p>

Please refer to [Our Response to TCFD Recommendations on Climate Change](#) for more information. 有關詳情，請參閱我們就TCFD氣候變化相關建議的回應。

## Cybersecurity

In response to rising threats from various sources, cybersecurity is an increasingly important focus area for risk mitigation. Since 2019, we have regularly assessed the maturity level of our IT security systems with reference to the Cybersecurity Framework issued by the National Institute of Standards and Technology ("NIST") in the US. In addition to engaging an external service provider to monitor and detect cyber-threats, we have appropriate internal policies in place, including our **Incident Response Plan**, **Disaster Recovery Plan** and **Business Continuity Plan**.

The Board oversees cybersecurity with assistance from the Group Risk Management Committee and Information Communication Centre Management Committee. To uphold cybersecurity governance, we implement stringent procedures on access control, remote access, and physical security. We also conduct regular training through our Smart Learning app to enhance employees' awareness of security threats and responses.

## 網絡安全

為應對來自四方八面的威脅上升，網絡安全緩解風險的重點領域變得越加重要。自2019年，我們便已參照美國國家標準和技術研究所發佈的NIST網絡安全框架，定期評估資訊科技安全成熟程度。我們制定合適的內部政策，包括**事故應對計劃**、**災難復原計劃**和**業務連續性計劃**，同時委託外部服務商監察及識別網絡威脅。

董事會在集團風險管理委員會以及資訊及通訊應用中心管理委員會的協助下，監督網絡安全。為秉持網絡安全管治，我們制定了存取控制、遠程存取、實體保安等安全控制政策和程序。我們亦透過「智學」手機應用程式，定期舉行培訓，加強員工對安全威脅和對策的認知。

## Business Continuity Plan

We acknowledge the importance of adequate and effective risk management and internal control systems for identifying key risks and responding to emergency situations. Our business continuity plan guides the Group through unexpected situations such as those brought about by COVID-19 and current geopolitical tensions. Our emergency response group comprises business segment and functional leaders with responsibility for assessing, managing and monitoring the Group's response to adverse circumstances. This ensures a high-level of preparedness and planning to sustain our business and protect the interests of our stakeholders.

## 業務連續性計劃

我們深明足夠而有效的風險管理和內部監控系統的重要性，有助我們識別重大風險，以及應對緊急情況。我們的業務連續性計劃及程序指導我們應對不確定因素，包括2019冠狀病毒病及現時地緣政治的風險。我們的應變小組，由業務板塊和職能領導層組成，負責評估、管理和監督集團對不利情況的舉措，確保我們準備和計劃充足，業務得以持續運作並保護持份者的利益。



# CRAFTSMANSHIP - Craftsmanship, Innovation & Technology

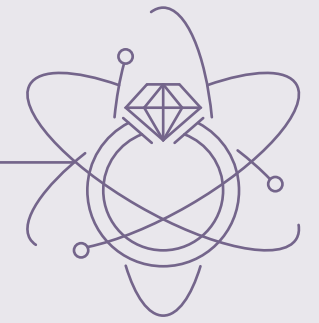
真髓

傳承創新

The Group's commitment to sustainable growth is anchored in our customer-centric focus and strategies, which promote deep appreciation of our heritage while embracing the future of our industry.

集團對可持續增長的承諾，立足於以客為本的關注和策略，在促進對傳統工藝的珍視和鑑賞能力的同時，迎接行業的未來。

## SDGs 聯合國可持續發展目標



### Material Issues 重要議題

Passing on the traditional craftsmanship  
Promoting jewellery heritage and culture  
Synergising the industry through partnership  
Cultivating creativity in jewellery design  
Empowering retail with technology

傳承傳統工藝  
傳揚珠寶歷史和文化  
透過夥伴關係促進行業共同發展  
培育珠寶設計創意  
利用科技拓展零售業務

### Megatrends 大趨勢

Automation  
Data analytics  
3D printing  
Demographic changes

自動化  
數據分析  
3D 打印  
人口變化

## 2029 Goal 目標

Promote cross-generational craftsmanship, innovation and technology  
促進行業內的跨代工藝傳承、創新和技術



Cultivate the artisanal spirit through mass engagement and in-depth experiential programmes reaching **10 million people**

通過大型活動和深度體驗計劃，向**1,000 萬人**培養堅毅不屈的匠心精神

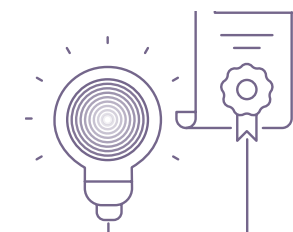
## FY2022 Highlights 摘要



**4,200,000+**

people have participated in our mass engagement initiatives and in-depth experiential programmes over the years

大型活動和深度體驗計劃累計參與人次



Implementation of winning ideas from our Global Innovation Award, such as cyanide-free electroplating solution to create a more eco-friendly production process

將創者無界的得獎構思，如無氰電鍍藥水付諸實踐，使生產流程更環保



Sharing of insights and case studies on business innovation with industry leaders  
與行業領袖分享有關業務創新的見解和案例研究



# Management Approach

## 管理方針

Since 1929, the Group has paid homage to over 3,000 years of gold working and jewellery craftsmanship in China. Our name "Chow Tai Fook" was inspired by a traditional Chinese couplet that is exchanged by relatives and friends during the Lunar New Year to wish one another happiness and good fortune.

Our management approach to Craftsmanship, Innovation & Technology aspires to pass on the best aspects of our cultural heritage to the next generation. We have inherited and conserved many time-tested jewellery-making techniques from ancient China, and we strive to constantly renew and improve them with innovative design approaches and new technologies that should increase their reach, appeal and appreciation among new generations of craftsmen and consumers.

### Public Collections and Exhibits

The Group is proud to exhibit carefully curated collections of outstanding jewellery to the public so that they can appreciate the beauty of China's unique jewellery-making heritage and enjoy the aesthetics of exquisite art forms.

Our Collections and Exhibits Assessment Committee, established in 2020, is a cross-departmental body tasked with selecting exhibits based on craftsmanship, design, uniqueness of the raw materials and historical significance, among other criteria. In December 2021, the Committee held its first meeting in the Mainland, with the aim of showcasing the Group's unique design and craftsmanship capabilities to the public.

自1929年以來，集團一直尊崇中國三千多年的黃金加工和珠寶工藝。周大福這名稱，靈感來自一副中國傳統的對聯。這副對聯是親友於農曆新年期間互相祝福的傳統賀詞，祝願對方幸福和幸運。

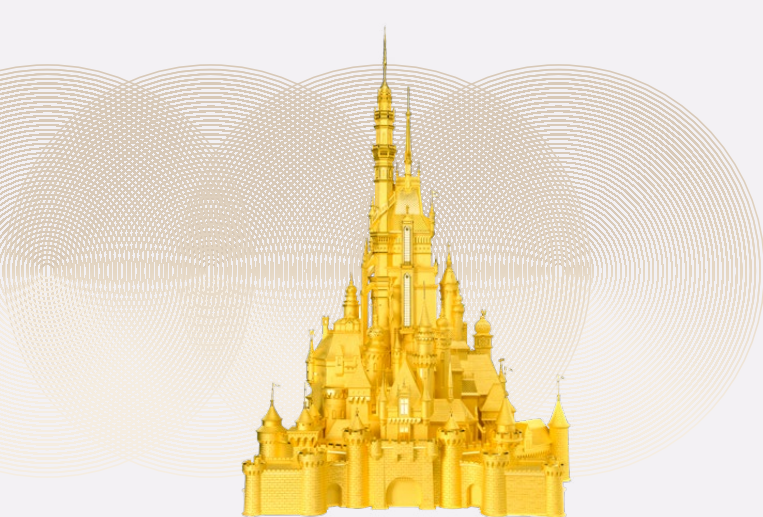
我們傳承創新的管理方針，是期盼將文化遺產的最璀璨的一面，傳承給下一代。在各人努力下，眾多歷經時代考驗的中國古代珠寶製作技術，都得以傳承和保護。我們更致力透過創新的設計方法和嶄新技術，不斷更新和改良珠寶工藝，以提升新一代工匠和顧客對傳統工藝的接觸面、吸引力和鑑賞力。

### 公共藏品和展覽

集團精心呈獻非凡的珠寶藏品，讓公眾了解中國獨特的珠寶製作傳統，享受細膩藝術形態之美。

我們的藏品及展品評審委員會為跨部門小組，於2020年成立，負責以珍品的工藝價值、設計、原料的獨特性、歷史意義，以及其他準則甄選展品。委員會於2021年12月首次於內地舉行會議，期望向公眾展示集團獨特的設計和工藝才能。





## "Castle of Magical Dreams" Pure Gold Castle

### 「奇妙夢想城堡」 尊貴足金城堡

Chow Tai Fook has been appointed the "Royal Jewelers" for Hong Kong Disneyland's castle keepsakes and treasures, including themed jewellery for Disney Princesses and Queens.

To celebrate the first anniversary of our Enchanted Treasures jewellery shop, in FY2022, we unveiled the Prestige Pure Gold Castle valued at HK\$16 million. This exquisite piece is an authentic 1:60 replica of the "Castle of Magical Dreams" at Hong Kong Disneyland and took two years to make.

The Gold Castle exemplifies integration of traditional jewellery-making techniques with modern technology. We modelled the original structure using 3D software, breaking it down into 221 separate parts that were then processed and assembled by our artisans. To make the finished product look even more dazzling, every surface was polished and sandblasted using diamond powder.

Advanced technology deployed in this project helped to conserve resources and improve efficiency. Compared to more traditional processes, we saved over 4,000 pieces of paper and 1,800 kg of vulcanised rubber/ silicone, wax and gypsum powder. We also eliminated emissions and odour from traditional casting techniques.

周大福獲香港迪士尼樂園委任為「皇室珠寶御用工匠」，鑄造奇妙夢想城堡足金城堡，包括以迪士尼公主及女王為題的首飾系列。

為慶祝「城堡珠寶店」展覽開幕一周年，我們於2022財年，為這座耗時兩年、價值1,600萬港元的尊貴足金城堡隆重揭幕。這是以香港迪士尼樂園「奇妙夢想城堡」為藍本打造的1:60足金藝術品。

這座足金城堡，呈現了傳統首飾製作工藝和現代科技的融合。我們透過3D建模軟件，構建出221個組合分件，由工匠加工和組裝，加上打磨和鑽石粉末噴砂，令城堡看起來璀璨奪目。

項目採用的先進技術，有助節約資源並提高效率。相比傳統工藝的製作過程，新技術不僅能減少超過4,000張紙、超過1,800公斤硫化橡膠/矽膠、蠟和石膏粉，更消除了傳統鑄造技術所產生的廢煙氣和異味。

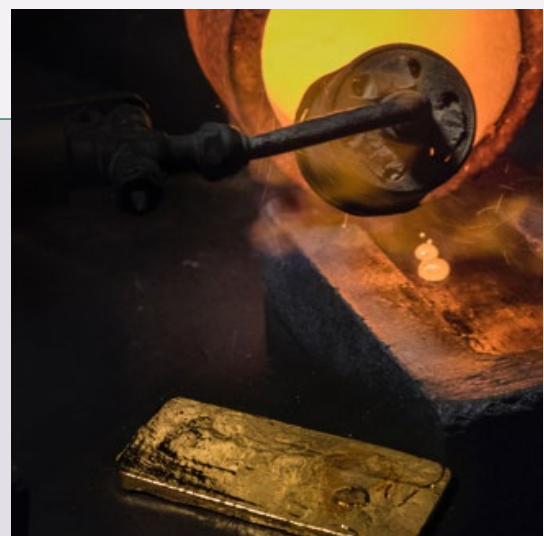
## CTF • HUÁ Collection 周大福傳承系列

The CTF • HUÁ Collection features design elements inspired by ancient Chinese symbols, pictographs and decorative patterns representing the sentiment of "good blessings."

Time-tested gold-working techniques have been meticulously deployed to create smooth and intriguing jewellery pieces in distinctively bulbous forms with a matte finish to preserve the natural colour and texture of gold.

周大福傳承系列的設計元素，受中國古代符號、象形文字和圖案紋飾所啟發，寓意「真摯的祝福」。

經歷時間考驗的黃金加工工藝，巧妙地揉合於金飾中，光滑得像從未打磨，其呈啞光質感，保留了黃金原色，紋理均勻，色澤古樸，韻味十足。





## Chow Tai Fook Master Studio

At Chow Tai Fook Master Studio, our craftsmen are honoured and supported not only as keepers of age-old jewellery-making traditions but also as innovators in artistry and craft skills.

The Master Studio operates several sites, including the Shunde Master Workshop and Shenzhen Master Workshop. It is governed by a Talent Training and Quality Assurance Committee, a Specialised Working Group on Talent Training and Assessment and a Specialised Working Group for Application of National Technician Workstation in order to fulfil its mission of recruiting and developing craftsmen who represent the future of our business and our industry.

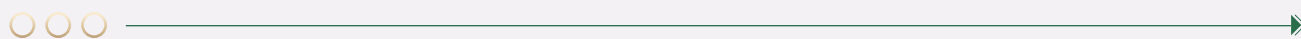
Incoming trainees begin as Craftsmen at the 4<sup>th</sup> Tier level and undergo a long period of systematic training. Only a small percentage of the very dedicated and skilled artisans (roughly 5%) will progress through three more tiers of our development hierarchy to reach the highest level of Senior Technical Instructor during their careers with us.

## 周大福大師工作室

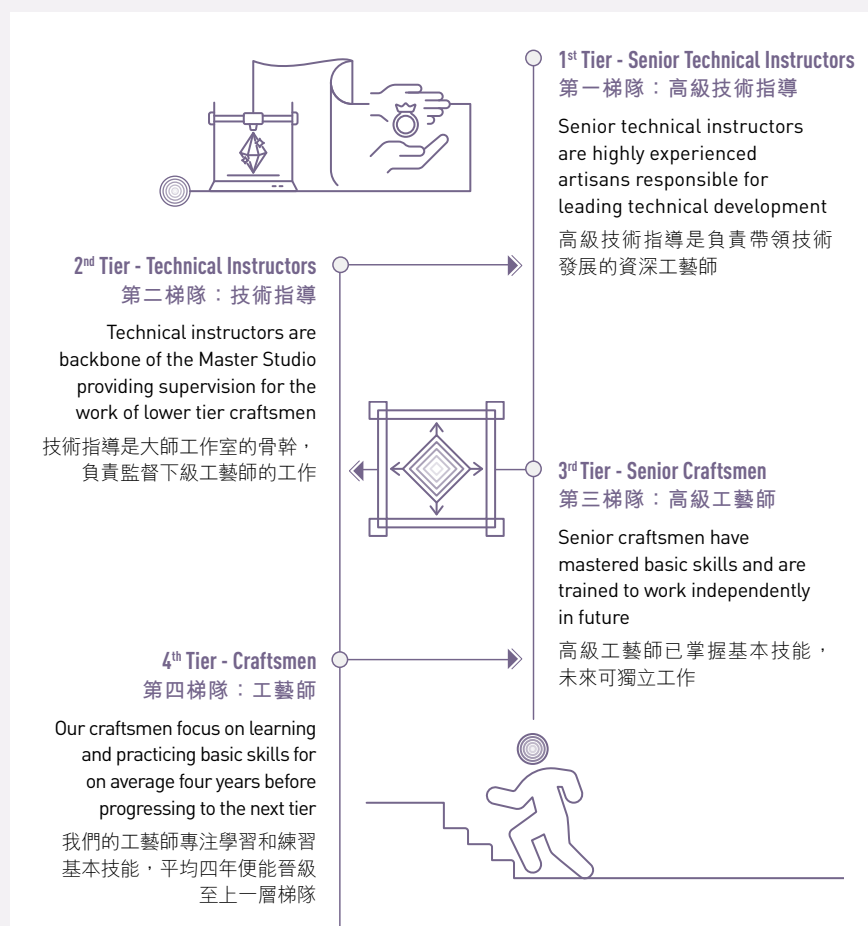
我們在周大福大師工作室的工藝師，不僅是古老珠寶製作傳統的守護者，更是藝術與工藝技術的創新者，備受尊敬和支持。

大師工作室設於多個營運地點，包括順德大師工作室和深圳大師工作室，並由人才培訓和質量保證委員會、人才培訓和評估專門工作組和國家技術員工作站應用專門工作組管理，以履行工匠的使命，為未來業務和行業招聘和培養人才。

新加入的學徒從第四級的工藝師開始，接受長期的系統培訓。只有約5%的少數工藝師，能憑藉專注且熟練工藝，在我們訂立的發展層級中，晉升至另外三個階段，成為最高級別的高級技術指導。



### Master Studio Craftsmen Tier 大師工作室工藝師梯隊



At Chow Tai Fook Master Studio, we employ award-winning master artisans with decades of jewellery-making experience in the 1<sup>st</sup> and 2<sup>nd</sup> tiers of our development hierarchy.

周大福大師工作室聘用發展層級第一和第二梯隊的大師級工匠，擁有數十年黃金和珠寶製作經驗，並屢獲獎項。

Senior-level technical instructors provide leadership and supervision for our team of over 200 craftsmen in the 3<sup>rd</sup> and 4<sup>th</sup> tiers.

高級技術指導為逾200個第三和第四梯隊的工藝師團隊，提供領導和監督。

Many senior craftsmen have themselves been working in the jewellery trade for more than 20 years and have achieved certifications for jewellery craft at the national level.

我們的高級工藝師，大多已在珠寶行業工作逾20年，技能和經驗備受認可，獲得國家級珠寶製作工藝認證。

		Participants 參加者	Hours 時數
Master Studio Visits 參觀大師工作室	Education on craftsmanship heritage for visitors at the Master Studio 向大師工作室的參觀者講解傳統工藝	2,891	4,158
Filigree Workshop 花絲工作坊	Partnership with Zheng Jingyi School of Vocational Technology in Shunde to pass on the filigree craft of fine ornamental work using gold and silver wire formed into delicate tracery 與順德鄭敬詒職業技術學校合作，傳授用金銀絲做成精美裝飾品的花絲工藝。	14	1,568
Craftsmanship Programme 匠心計劃	Provide internship opportunities for jewellery design students at Hong Kong Design Institute 為香港知專設計學院珠寶學系學生提供實習機會	10	150



Master Studio Programme  
大師工作室項目

### National Gold Industry Vocational Skills Competition

In FY2022, our craftsmen competed individually and in groups in the 10<sup>th</sup> National Gold Industry Vocational Skills Competition. This major national event assesses theoretical knowledge and practical skills of precious metal jewellery artisans.

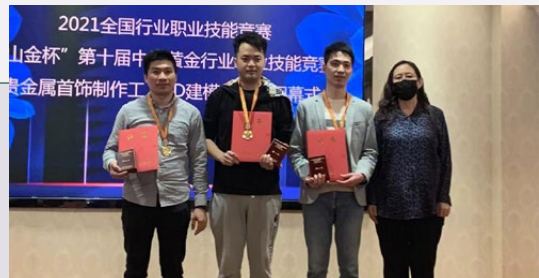
### 全國黃金行業職業技能競賽

我們的工藝師於2022財年出戰第十屆全國黃金行業職業技能競賽，競逐個人和團體獎項。這矚目的全國盛事，考核貴金屬首飾工藝師的製作理論知識及實戰技術。

### Individual Awards 個人榮譽

In addition to winning 1<sup>st</sup> and 2<sup>nd</sup> Runner Up, our craftsmen placed 5<sup>th</sup>, 8<sup>th</sup>, 12<sup>th</sup>, 13<sup>th</sup> and 15<sup>th</sup> in the individual competition.

除了勇奪亞軍和季軍外，我們的工藝師在個人比賽中更榮獲第五、八、十二、十三和十五名。



### Group Awards 團體榮譽

We received 1<sup>st</sup> and 2<sup>nd</sup> Runner Up in the Group awards as well as two Outstanding Awards.

我們在團體獎項中囊括亞軍、季軍以及兩項優異獎。



## Loupe Design Incubation Space

Located in the heart of Hong Kong, Loupe is a design and craftsmanship incubation space founded by Chow Tai Fook. It provides a unique platform for local and international designers, craftsmen and artisans to engage with one another and the public through appreciation of art and culture, retail and learning and education.

Loupe makes an important contribution to recruiting and nurturing new talent in order to promote sustainable development of our industry. To date, we have recruited and hosted 54 designers-in-residence in nine batches.

## Loupe設計培育空間

位於香港核心地帶的Loupe，是由周大福創立的設計和工藝培育空間，為本地和國際設計師、工藝師和工匠提供獨特的平台，以藝術和文化鑑賞、零售和工作坊接觸大眾。

Loupe在招募和培育人才方面的貢獻良多，有助促進行業的可持續發展。至今，我們已招募九期共54名駐場設計師。

### FY2022 Highlights 摘要



## HKJMA International Jewellery Festival, "Entwined" JMA香港國際珠寶節《絲•連》

Work from several of our resident designers and craftsmen was featured at the HKJMA International Jewellery Festival in November 2021 in cooperation with the Polish Amber Association and the Gdańsk Academy of Fine Art and Hong Kong Jade Association.

The event featured the first public exhibition of "Entwined", a unique fusion of Eastern and Western cultures crafted in amber, jade and precious metals.

2021年11月，我們與波蘭琥珀協會、格但斯克美術學院和香港玉器商會合作，於JMA香港國際珠寶節上，展出數位駐場設計師和工藝師的作品。

其中首次公開展覽的《絲•連》，以琥珀、玉石和貴金屬製成，融合了東西方文化。

## Jewellery Knowledge 101 Online Sharing 珠寶知識101線上分享會

In December 2021, over 930 participants joined a Jewellery Knowledge 101 Online Sharing Session hosted by the Loupe Jewellery Research Institute. The programme featured renowned industry leaders and jewellery experts introducing common materials for jewellery-making, including gold, jade, diamonds and gemstones, as well as common craftsmanship techniques.

周大福Loupe珠寶研究學院於2021年12月舉辦珠寶知識101線上分享會，吸引逾930名參加者。計劃邀請知名業界領袖及珠寶專家，介紹珠寶製作的常用材料，包括黃金、玉石、鑽石和寶石，以及常見的工藝技術。





## Featuring our designers-in-residence

Our designers-in-residence at Master Studio and Loupe are outstanding artisans who consistently receive awards and accolades at local and international competitions.

## 焦點駐場設計師

大師工作室和Loupe的駐場設計師都是傑出的工匠，在本地和國際比賽中屢獲殊榮和讚譽。



**Chan Wing-Long 陳詠朗**

Chan Wing-Long joined Chow Tai Fook as an apprentice in the Master Studio. With diligent practice, he mastered basic skills and worked his way up to become a young Loupe designer-in-residence.

One of his latest masterpieces "The Orchid" received the Best Interpretation Award in the Local Student Sketch Group at the JMA International Jewellery Design Competition in 2021.

陳詠朗剛加入周大福，為大師工作室學徒。經過他勤奮練習，掌握了基本技能，最終成為了Loupe年輕的駐場設計師。

他最出眾的作品之一「幽·蘭」榮獲JMA香港國際珠寶設計比賽2021本地學生繪圖組中最佳演繹獎。

**Janus Ng**

Janus Ng epitomises the Group's innovative spirit by combining contemporary design with traditional craftsmanship. Her "Homeless" series evokes polar bears and ice cubes to raise awareness about global warming. It received the Gold Award at the Muse International Design Awards 2020, the Gold Award at the International Design Awards 2020 and the Merit Award at the Hong Kong Smart Design Awards 2021. It was also selected among the top 20 finalists at the London International Creativity Competition 2020.

Janus Ng 猶如集團創新精神的縮影，揉合當代設計與傳統工藝於一身。她的「Homeless」系列，讓人聯想起北極熊和浮冰即將消逝，喚醒對全球變暖的關注。系列榮獲美國繆斯國際設計大獎2020金獎、國際設計大獎2020金獎，以及香港智營設計大獎2021優異獎，並入圍倫敦國際創意大賽2020首20名。



**Daisy Chan**

Daisy Chan's "Muse" collection utilises sophisticated Italian frosting and enamelling techniques and was inspired by Zaha Hadid, one of the most distinguished architects of modern times. It has received the Muse International Design Award 2021 Platinum Award in the Fashion category, New York Product Design Awards 2021 Gold and Silver Award, and IDA Design Award 2021 Silver Award in the Jewellery category.

Daisy Chan的「Muse」系列，靈感來自現代最傑出的建築師之一Zaha Hadid，並以巧妙精緻的意大利磨砂和琺瑯技術呈現出來。系列榮獲美國繆斯國際設計大獎2021時尚類別鉑金獎、紐約產品設計大獎2021金獎及銀獎，以及IDA Design Awards 2021首飾珠寶類別銀獎。





### Catherine Lin

Catherine Lin's inspirational piece entitled "Building the Bliss" is a response to the global pandemic of the past two years featuring a phoenix tail, a dove and an olive branch to symbolise peace and hope for the future.

This work was recognised as a finalist in JMA International Jewellery Design Competition 2021 Open Category.

Catherine Lin的作品「築•福」，是對過去兩年全球疫情的回應。這啟迪人心的作品，以鳳凰尾巴配搭白鴿和橄欖枝，寓意和平和對未來的期盼。

作品入圍JMA 國際珠寶設計比賽2021公開組。



### Chen Qi-Liang 陳奇亮

Chen Qi-Liang, is a artisan and apprentice in the Master Studio, who has received a number of awards in national and international jewellery competitions.

In 2021, he was recognised as a National Technical Expert as well as Foshan City Youth with Advanced Industrial Contribution.

陳奇亮是大師工作室的工匠和學徒，於各大全國及國際珠寶比賽屢獲殊榮。

他於2021年，被授予全國技術能手以及佛山市工業先進貢獻青年的稱號。



## Tailor-Made Jewellery

Rapid development of new retail in the Mainland and rising demand for customised shopping experiences has opened up enormous business potential for the Group to leverage our capacity for innovation and adoption of new technologies. With pioneering spirit, we have effectively identified and captured a new market for customised jewellery targeting post-80s and -90s consumers in Tier I and Tier II cities.

With the growing variety and complexity of customisable design styles offered on the D-ONE platform, we not only deliver simple designs through an express 24-hour customisation service, but also more sophisticated personalisation that provides greater design flexibility. Some of these products can be completed in 10 days, which is half the production time from before.

## 定制首飾

內地新零售發展迅速，對定制購物體驗的需求亦與日俱增，有利集團利用創新和新科技，開拓無限的商機。憑藉創新和領先精神，我們已成功識別並佔據新市場，針對一二線城市80後和90後消費者，開拓定制珠寶業務。

隨著D-ONE的定制產品款式日趨多樣化及複雜，我們不單提供24小時極速定制的簡約款式，亦開展設計自由度更高的專業定制服務，部分產品能於10天內完成，比以往的生產周期快約一倍。

## Reimagining Retail

Our vision is to reach new generations of consumers with innovative approaches to expanding the reach, appeal and appreciation of jewellery-making craft among new generations. To achieve this objective, we must explore new and creative ways to market our products.

In recent years, we have created new customer touchpoints through smart retail applications, leveraging our bespoke CloudSales 365 customer engagement platform to reach more than 8 million consumers as at 31 March 2022. The application empowers our sales associates and franchisees' frontline staff to access real-time information in order to provide customers with personalised shopping experiences.

Cloud Kiosk is another example of smart retail digital innovation that is now available in more than half of Chow Tai Fook stores in the Mainland and about one third of stores in Hong Kong. These online-to-offline hubs link directly to our e-commerce platform so that customers shopping in our physical stores can experience shorter transaction times and enjoy a wider range of products.

## 零售新想像

我們的願景，是以創新方式接觸新一代消費者，擴大珠寶製作工藝在他們心目中的影響力、吸引力和欣賞力。為達成這目標，我們必須尋求嶄新和創意方式推廣產品。

近年，我們透過智慧零售應用，創造與顧客的新接觸點。透過我們的雲商365，於2022年3月31日，已連接超過8百萬消費者。此應用程式能讓我們銷售人員和加盟商的前線員工，掌握實時資訊，從而為顧客提供個性化的購物體驗。

雲櫃台已於內地過半數和香港三分一的周大福門店推出，為智慧零售數碼創新的另一示範。這線上線下樞紐，直接連繫到電子商務平台，實體店購物的顧客不僅可體驗更快的交易服務，更能隨時享受琳瑯滿目的產品。



The Wuhan Jewellery Exhibition Hall at the Chow Tai Fook Jewellery Industrial Park was officially opened on 18 November 2021.

Covering an area of 4,000 square metres, this new facility allows our franchisees and consumers to engage with smart retail at its best, including our D-ONE and Cloud Kiosk bespoke shopping experiences.

周大福武漢珠寶文化產業園的珠寶展廳，於2021年11月18日正式開幕。

新展覽設施佔地 4,000 平方米，能讓我們的加盟商和顧客體驗最先進的智慧零售，包括 D-ONE和雲櫃台定制購物體驗。





# OBLIGATION - Responsible Sourcing

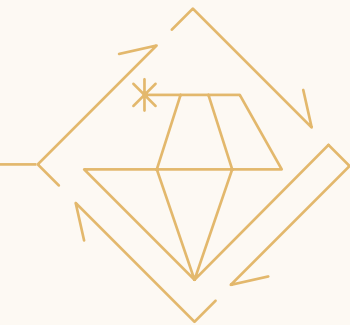
真 實

責任採購

At Chow Tai Fook, we care deeply about producing and marketing our products responsibly. We engage actively with our suppliers and business partners so that together we can find solutions to promote sustainable development.

周大福對負責任的生產和產品銷售非常關注。我們積極與供應商和業務夥伴合作，共同尋找解決方案以促進可持續發展。

## SDGs 聯合國可持續發展目標



### Material Issues 重要議題

Ethically responsible sourcing  
Transparency and traceability of materials  
Supply chain management and engagement  
Human rights and labour practices in the supply chain  
Green procurement

道德與責任採購  
材料的透明度和可追溯性  
供應鏈管理和參與  
供應鏈中的人權和勞工常規  
綠色採購

### Megatrends 大趨勢

Acceleration of supply chain processes  
Blockchain applications  
Rise of Generation Z consumers  
(born from the mid-1990s to mid-2000s)

供應鏈流程加快  
區塊鏈應用  
Z世代崛起  
(90年代中至00年代中出生)

### 2029 Goal 目標

Implement our Best Practice Principles for Suppliers ("BPPS")  
推行周大福供應商最佳責任標準



Ensure **100%** of key long-term suppliers are fully compliant  
確保**100%**長期合作的重點供應商全面遵守

### FY2022 Highlights 摘要



Launch of our **Best Practice Principles for Suppliers**  
in September 2021

**69%** of key suppliers have already signed

2021年9月推出**供應商最佳責任標準**

**69%** 家重點供應商已簽署



Membership of the  
International Colored  
Gemstone Association, a newly  
created industry body

加入新成立的行業機構：  
國際有色寶石協會



Investigations into  
eco-friendly packaging  
materials

研究環保包裝材料

# Management Approach

## 管理方針

In recent years, consumers have become increasingly aware of the environmental and human costs of mining activities, specifically those associated with emissions of GHGs and use of toxic chemicals in the production of precious metals. Consumers are also concerned about the risk of financing conflict by purchasing diamonds that are originated in jurisdictions where human rights abuses are prevalent.

In partnership with other leading industry players, Chow Tai Fook participates in the Kimberley Process Certification Scheme to eradicate conflict diamonds. We also adopt best practice principles from De Beers Group to promote human rights and environmental protection. The objective of our management approach is to ensure that our value chain contributes to sustainable development for all affected communities. We comply with the Trade Descriptions Ordinance and other relevant national standards, as well as requirements from the World Jewellery Confederation and Gemological Institute of America for sourcing jadeite, pearls, gems and other materials. We also work closely with suppliers of packaging materials to reduce downstream environmental impact from disposal of consumer waste.

近年，消費者對採礦活動為環境和人力付出代價的意識與日俱增，尤其針對溫室氣體排放，以及貴金屬生產使用有毒化學品。消費者亦擔心，購買的鑽石來自侵犯人權普遍的司法管轄區，會引發融資衝突的風險。

周大福與其他領先的行業同儕合作，參與金伯利流程認證計劃以消除衝突鑽石，並採用De Beers集團最佳執業守則，以促進人權和環境保護。我們管理方針的目標，是確保價值鏈為所有受影響社區的可持續發展貢獻。我們採購翡翠、珍珠、寶石及其他物料時，謹遵商品說明條例及國家的相關標準，以及世界珠寶聯合會和美國寶石學院的要求。我們亦與包裝物料供應商密切合作，以減少顧客處置廢棄物對下游環境的影響。

As at 31 March 2022 於2022年3月31日

### Suppliers of material for production 提供生產物料的供應商

**673** Mainland China  
中國內地

**245** Hong Kong & Macau of China  
中國香港及中國澳門

**105** Other regions  
其他地區

### Suppliers of non-product goods and services 提供非貨品及服務的供應商

**3,640** Mainland China  
中國內地

**697** Hong Kong & Macau of China  
中國香港及中國澳門

**407** Other regions  
其他地區



This table illustrates the key elements of our management approach to Responsible Sourcing.

下圖闡釋責任採購管理方針的關鍵要素。

<p>Group Policies 集團政策</p>	<p><b>Best Practice Principles for Suppliers</b> 供應商最佳責任標準</p> <p><b>Code of Conduct for Precious Metal Suppliers</b> 貴金屬供應商守則</p> <p><b>Anti-Money Laundering</b> - Human rights risks in our supply chain are associated with money laundering so it is important that we implement effective risk control measures 反洗錢 - 供應鏈中的人權風險與洗黑錢活動有關，因此實施有效的風險控制措施非常重要</p>
<p>Third Party Membership and Certification 第三方會員資格和審核</p>	<p><b>Code of Practices of Responsible Jewellery Council</b> - Our subsidiary CTF Diamond Trading Company Limited has been a diamond trader and/ or cutter and polisher RJC member since 2010 責任珠寶委員會從業準則 - 集團的附屬公司大福鑽石貿易有限公司，自2010年一直是責任珠寶業委員會鑽石貿易及/ 或打磨商，及拋光商成員</p> <p><b>Compliance with International Industry standards</b> - We undergo annual audits to demonstrate compliance with De Beers Group Best Practice Principles, Disney International Labour Standard and Costco Code of Conduct 符合國際行業標準 - 接受年度審核，證明我們符合De Beers集團最佳執業守則、迪士尼國際勞工標準，以及Costco行為準則</p> <p><b>International Colored Gemstone Association ("ICA") Accredited Ethical Member program</b> - In FY2022, we completed the online questionnaire, which recognises ICA Members for responsible, ethical and sustainable trading practices 國際有色寶石協會道德會員認可計劃 - 我們於2022財年完成網上問卷調查，認可成員的負責、道德和可持續貿易行為</p>
<p>Traceability and Chain of Custody 可追溯來源和監管鏈</p>	<p><b>Kimberley Process Certification Scheme</b> 金伯利流程認證計劃</p> <p><b>T MARK</b> has been assured for Consumer Confidence in the Diamond Industry in accordance with ISO 18323:2015; grading reports and information about each diamond's unique story are accessible via the T MARK mobile app T MARK 已獲得ISO 18323:2015 - 鑽石業消費者信心國際認證；可透過T MARK手機應用程式，獲取鑽石鑒定報告，以及每顆鑽石獨特故事的相關資訊</p>
<p>Risk Identification and Management 識別和管理風險</p>	<p><b>Supplier Assessments and Inspections</b> 供應商評估和巡查</p>

### Best Practice Principles for Suppliers

We launched our [Best Practice Principles for Suppliers](#) ("BPPS") in September 2021 after a prolonged process of engagement with key suppliers to understand their current circumstances and future expectations concerning corporate social responsibility and sustainable development. In doing so, we intend to secure and advance long-lasting and stable partnerships with suppliers who share our values.

The scope of our [BPPS](#) encompasses suppliers of raw materials, semi-finished products and finished products, as well as contractors, service providers and consultants. Each supplier is expected to exceed legal compliance and strive to meet internationally recognised standards for human rights, business ethics, and social and environmental responsibility. We also uphold special stipulations for suppliers of high-risk materials.

### 供應商最佳責任標準

在推出 [供應商最佳責任標準](#) 之前，我們致力了解重點供應商的當前情況，以及他們對企業社會責任和可持續發展的期望。經過了長時間的交流，我們最終於2021年9月發佈了供應商最佳責任標準。如此，我們期望與志同道合的供應商，建立並推進長期穩定的合作夥伴關係。

我們的 [供應商最佳責任標準](#)，範圍包括提供原材料、半製成品和成品供應商，以及承辦商、服務商和顧問。每個供應商，都應更勝法定要求，並盡力達到促進人權、營商操守，以及社會和環境責任的國際公認標準。我們要求高風險物料的供應商遵守特定規定。

Suppliers of diamonds, including rough diamonds, melee diamonds and diamonds on finished products, must guarantee they are procured from legal sources and conflict-free. Suppliers of precious metals must ensure that these have not been mined with child or forced labour or in violation of any environmental law regulations.

Key suppliers who have signed our [BPPS](#) undergo regular self-assessments. Suppliers who can demonstrate compliance with De Beers Group Best Practice Principles or other recognised codes of practice, may be considered compliant with our [BPPS](#).

In FY2022, we proceeded with the first stage of roll-out of our [BPPS](#). During the year, 178 suppliers were identified as key suppliers, and by the end of the reporting period, 122 were fully subscribed. Our target is to achieve 100% compliance for all key suppliers by 2029.

### Supplier Management Framework

Our holistic Supplier Management framework is governed by the Group's Procurement and Supplier Management Policy and overseen by our Group Supplier Management Committee, which is responsible for monitoring the Group's centralised procurement and supplier engagement processes. In FY2022, we engaged third party auditors to conduct social and environmental due diligence assessments for 13 key suppliers in the Mainland. We are in the process of developing remediation and engagement programmes for all suppliers that were identified for improvement.

不論是毛坯鑽石、散裝鑽石，還是成品首飾上的鑽石的供應商，都必須保證從合法來源採購，並非衝突鑽石。此外，貴金屬供應商必須確保貨源並非來自僱用童工、強迫勞工或違反任何環境規例的礦場。

所有已簽署**供應商最佳責任標準**的重點供應商，將定期自我評估。如供應商已符合De Beers集團最佳執業守則或認可的從業準則，可獲考慮自動取得符合供應商最佳責任標準的資格。

我們於2022財年首階段推出**供應商最佳責任標準**。年內，我們甄選了178家重點供應商，並截至報告期末，122家供應商已完全符合標準。我們的目標，是在2029年或以前，確保100%長期合作的重點供應商全面遵守**供應商最佳責任標準**。

### 供應商管理框架

我們全面的供應商管理框架，以集團採購和供應商管理政策為指引，並由集團供應商管理委員會負責監察集團中央採購和供應商參與的程序。我們於2022財年聘請第三方審核員，為內地13家重點供應商展開社會和環境盡職調查評估。我們正為所有識別為需改進的供應商，制定整改和交流計劃。

#### Elements of our Supplier Management Framework 供應商管理框架元素

Principles 原則	Impartiality, Integrity & Transparency 公平、公正、公開
Sourcing 採購	We strive to select suppliers that best fulfil the Group's commercial and sustainability objectives through fair and transparent tendering and decision-making processes taking into account objective criteria for Quality, Market Demand, Timeliness, Price and Traceability. 我們透過公平和透明的招標和決策過程，並考慮質素、市場需求和及時性、合理價格及可追溯性相關的客觀標準，力求甄選出最能達成集團業務和可持續發展目標的供應商。
Engagement 參與	We strive to achieve continuous improvement in supply chain performance through regular assessments and engagement activities, including training and performance management such as annual awards for suppliers demonstrating outstanding social and environmental performance and innovation. 我們竭誠透過培訓和表現管理等定期評估和參與計劃，如每年頒獎給社會和環境表現出色和創新的供應商，使供應鏈績效得以持續改善。
Verification 驗證	We strive to mitigate supplier non-performance risk through effective due diligence processes, including interviews and on-site visits. 我們致力透過訪談和實地考察等有效的盡職調查流程，降低供應商不良績效風險。

## Green Procurement

We are committed to utilising environmentally-friendly packaging materials as much as possible within our own operations. Our environmentally friendly e-commerce mailing boxes, for example, are made from Forest Stewardship Council ("FSC") certified paper. We are upgrading our technology on a continual basis to eliminate non-environmentally friendly materials such as plastic.

We are in the process of working with designers and suppliers to develop new jewellery packaging with compartments that can be easily segregated by consumers for responsible disposal.

## 綠色採購

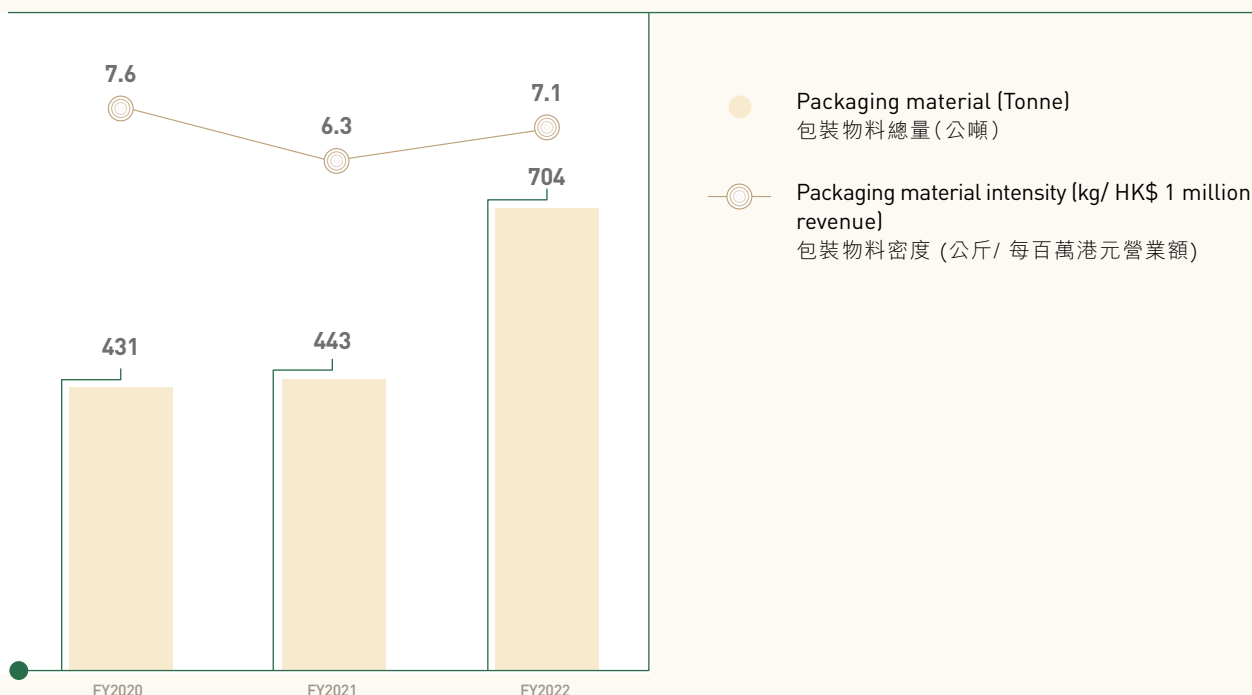
我們致力在自身營運中，盡量使用環保的包裝物料。例如，我們的電商郵寄盒，由森林管理委員會（「FSC」）認證的紙材製造。我們正不斷改良技術，以杜絕使用塑膠等非環保材料。

另外，我們亦正與設計師和供應商合作，開發可分拆的新首飾包裝，讓顧客可輕鬆將包裝分類並負責任地處理，為環保出一分力。

### General Guidelines for Green Packaging Materials 綠色包裝材料通用指引

Design 設計	Selection 選材	Supplier Management 供應商管理
<ul style="list-style-type: none"> <li>Avoid complex materials such as laminates that are difficult to separate and recycle 避免使用難以分拆和回收的複合材料，例如層板</li> <li>Avoid excessive packaging 避免過度包裝</li> </ul>	<ul style="list-style-type: none"> <li>Prefer eco-friendly materials 首選環保物料</li> <li>Avoid petroleum-based and virgin plastics 避免使用石油製塑膠和原生塑膠</li> <li>Prefer mixed materials complying with the Global Organic Textile Standard 首選符合全球有機紡織品標準的混合物料</li> </ul>	<ul style="list-style-type: none"> <li>Prefer suppliers with sustainable certifications 首選具有可持續認證的供應商</li> <li>Check and monitor manufacturer's sustainability credentials 審查和監控製造商的可持續資格</li> </ul>

### Packaging Material Used for Finished Products 製成品包裝物料







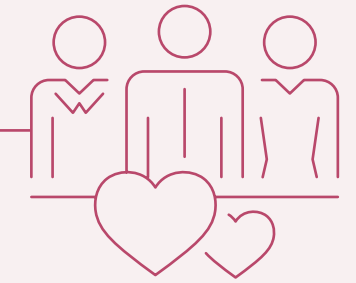
# DELIGHT - People Focused

真心 以為本

We aspire to nurture bliss through our caring culture that empowers our employees to be their best. "Do Good ~ Caring Action" is an intrinsic part of how our people help to bring the Group's corporate philosophy to life so that we can make the greatest positive contribution to the society.

周大福擊誠通過關愛文化來提升幸福感，讓員工發揮所長。「Do Good ~ 關愛行動」，是員工協助集團體現企業理念內涵的重要一環，為社會謀求最積極的貢獻。

## SDGs 聯合國可持續發展目標



### Material Issues 重要議題

Employees' wellbeing  
Occupational health & safety  
Training and career development  
Diversity and inclusion  
Caring for the community

員工的身心健康  
職業健康與安全  
培訓和職業發展  
多元與共融  
關懷社區

### Megatrends 大趨勢

Automation  
Individual empowerment  
Demographic changes  
Social-economic trends

自動化  
個人賦權  
人口變化  
社會經濟趨勢

### 2029 Goal 目標

Cultivate our caring culture that embraces employee development, diversity, inclusion, wellbeing and family-friendly practices as well as giving back to our community  
培養回饋社區、員工發展、多元融合、員工身心健康，以及家庭友善等關懷文化



Increase employees' volunteer service hours by **30%** compared with FY2019  
對比2019財年，將員工義工服務時數提升**30%**

### FY2022 Highlights 摘要



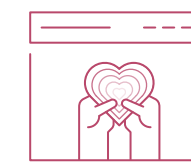
Recruitment of cultural ambassadors to inspire honesty and integrity among our employees at all levels

從員工當中招募文化大使，發揚誠實正直的精神



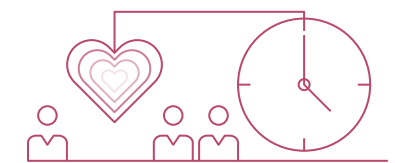
Establishment of the Cheng Kar-Shun Youth Development Foundation and the Cheng Kar-Shun Champion Development Foundation respectively. Two community investment foundations established to support young people to follow their dreams and contribute to the national athletic development

為支持鼓勵年輕人追求夢想創業及協助國家發展體育事業，分別成立鄭家純青年發展專項基金及鄭家純冠軍培養基金



Fun and healthy activities for all colleagues under our "Bliss Get Set, Go!" programme

在「幸福Get Set, Go!」計劃下，為所有同事舉辦有益身心的活動



**1,800,000+**  
total training hours  
培訓總時數

**18,700+**  
hours of volunteer service  
義工服務總時數



# Management Approach

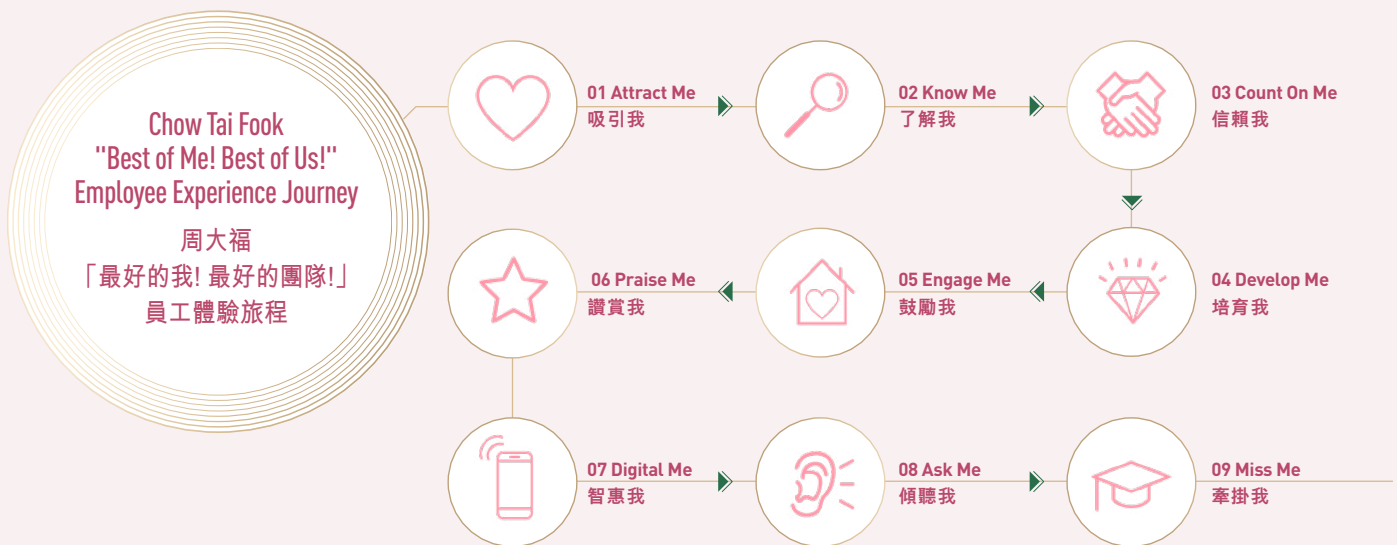
## 管理方針

We value every colleague as an ambassador of our brand. In addition to caring for their health and wellbeing in a holistic way, our "Do Good ~ Caring Action" programme inspires colleagues to feel even better by giving back to our local communities. We seek to build constructive partnerships with non-governmental organisations specialised in different areas of environmental protection and social development so that together we can make lasting contributions.

我們珍視每位同事，並視之為品牌大使。除了全面關懷他們的身心健康，我們的「Do Good ~ 關愛行動」亦鼓勵員工回饋社會，從中獲得更大的滿足感。我們亦與專門從事環境保護和社會發展各大範疇的非牟利機構合作，共建能帶來深遠影響的建設性夥伴關係。

Our "Best of Me! Best of Us!" Employee Experience Journey identifies nine areas of strategic intervention to ensure that all employees are supported and encouraged to deliver their best at work with passion and to be the best of themselves through healthy work-life balance.

我們的「最好的我！最好的團隊！」員工體驗旅程，於整個員工旅程中訂明了九個策略接觸點，確保所有員工獲得相應支持與鼓勵，在激發熱情將工作做到最好之餘，亦能通過工作與生活的健康平衡，成就最好的自己。



Starting with talent attraction, we want all employees to feel supported and empowered in their work. To ensure we can recruit and retain the best talent, we take reference to comprehensive market research of compensation and benefits and review our salaries regularly. Our remuneration packages are competitive with respect to work location, job role, development stage and supply and demand of local talent. Where circumstances allow, employees can adopt flexible modes of working, including part-time work and work-from-home.

從吸納人才開始，我們便希望所有員工能在工作中能感到公司的支持，並賦予能力發揮所長。為確保招聘和留住最優秀的人才，我們參考市場薪酬調研以檢討薪酬及福利。在工作地點、工作崗位、發展階段和本地人才供求方面，我們的薪酬待遇都具有競爭力。若情況允許，員工能採用靈活的工作模式，包括兼職工作和在家工作。

We know that employees are best placed to guide the Group towards running our business more productively, so when our colleagues finish their employment with us, we strive to understand what factors have affected their decision. We continue to engage with retiring and departing colleagues in order to maintain good relations with us in the core values of "Sincerity • Eternity".

我們明白，員工是引領集團營運得更具效率的關鍵。因此，當同事與公司結束合作關係時，我們將深切了解其決定的箇中原因。我們本著「真誠•永恒」的核心價值，繼續與退休及離職的同事互動，以維繫良好的關係。

## Profile of our People

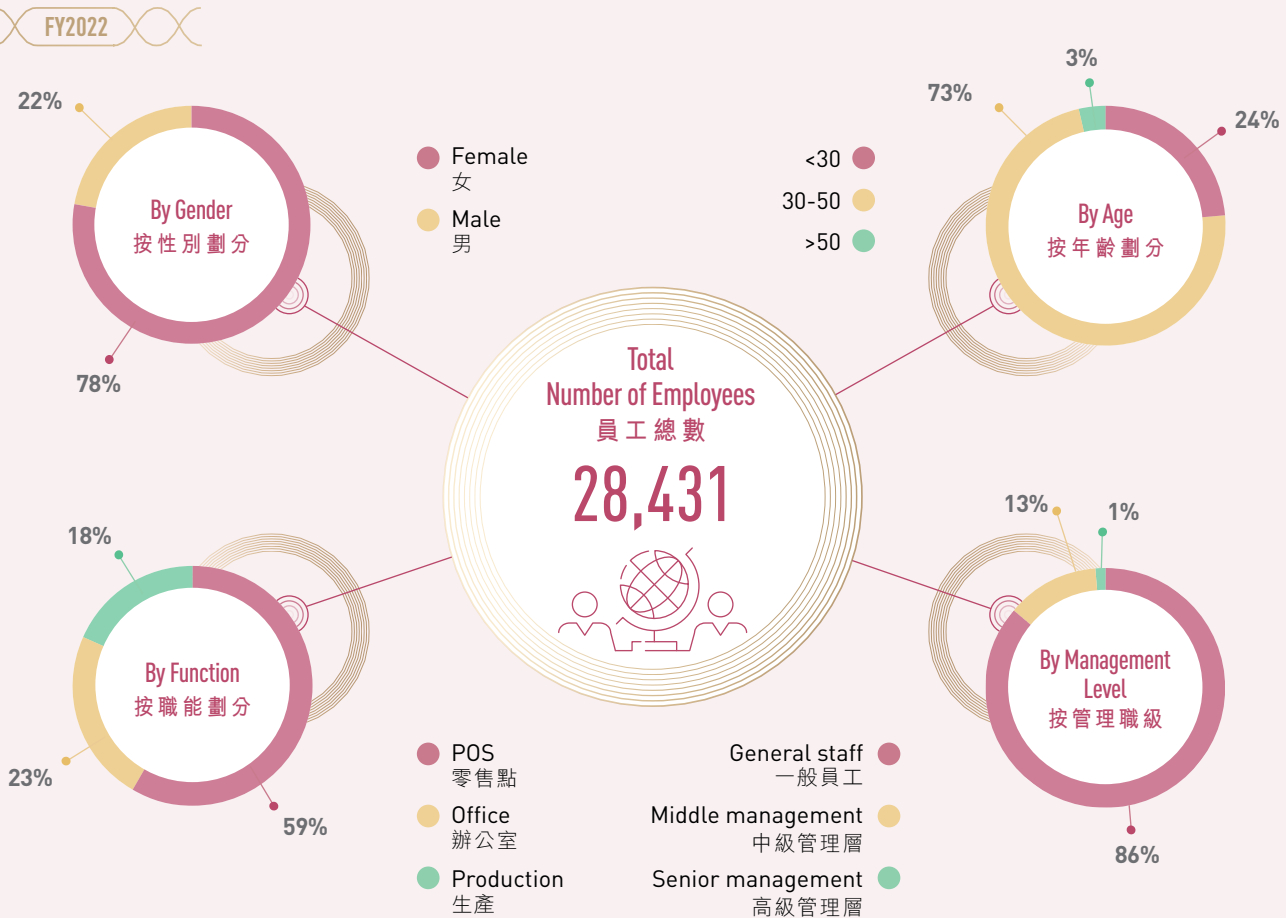
We are proud of our culture of diversity and inclusion. In accordance with expectations outlined in our **Employee Handbook**, we strive to create workplaces that are free from discrimination on the basis of gender, race, religion, disability, marital or family status, sexual orientation, or any other personal characteristic. We make employment decisions such as hiring, transfer and promotion, remuneration and training on fair and equitable grounds in the best interests of the Group.

It is vital that our employees treat each other with courtesy, consideration and respect at all times, irrespective of position, title or background. We do not condone harassment or any form of conduct that may cause any colleague to feel embarrassed or uncomfortable at work.

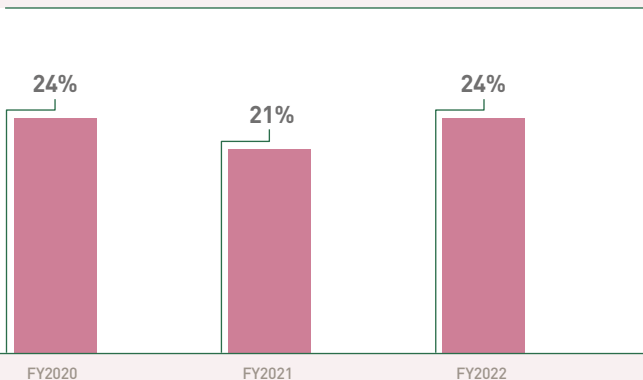
## 員工概況

我們為擁有多元和共融的文化感到自豪。我們根據**員工手冊**所描述的期望，致力創造沒有歧視的職場。員工不會因性別、種族、宗教、殘疾、婚姻或家庭狀況、性取向或任何其他個人特徵而遭受歧視。我們以公平公正為基礎，在聘用、調職與晉升、薪酬與培訓方面，作出符合集團最佳利益的決定。

無論職位、職銜或背景，員工之間以禮相待、彼此體諒和尊重都至關重要。我們絕不容忍騷擾、或任何導致同事在工作中感到尷尬或為難的行為。



## Employee Turnover 員工流失率



Employee headcount and turnover data are confined to our Group's core and material business units in Mainland China and Hong Kong & Macau of China.

員工人數及流失數據僅限於集團在中國內地、中國香港和中國澳門的核心及重要業務單位。

## Occupational Health and Safety ("OHS")

At Chow Tai Fook, health and safety is our first priority. Our **Occupational Health and Safety ("OHS") Policy** covers workplaces under the management control of the Group. Implementation of this policy is overseen by our OHS management structure, which guides us to identify and control health and safety risks, reduce potential incidents, achieve compliance with health and safety legislation and continually improve our performance.

The key elements of our OHS management system comprises leadership from senior management, active employee participation, hazard identification, prevention and control, education and training, and programme evaluation and improvement.

During the pandemic, we have strictly complied with official regulations and guidance to promote public health in all workplaces and POS. In addition to providing personal protective equipment such as face masks, rapid antigen test kits and hand sanitisers for our employees, we have also implemented social distancing measures and work-from-home arrangements, as applicable. Employees in Hong Kong who test positive for COVID-19 are entitled to Caring Leave.

In FY2022, we adopted more stringent health and safety processes and protocols in all production hubs in line with the latest international standard ISO 45001 for OHS Systems. Wuhan Jewellery Park participated in a Transport Safety Campaign organised by Hengdian Street League Working Committee to educate our colleagues about best practices for road safety.

## 職業健康與安全

健康和安全是周大福的首要任務。我們的**職業健康與安全政策**，涵蓋集團管理控制下的工作場所。我們的職安健政策，由職安健管理架構監督實施情況，指導我們識別和控制健康和 safety 風險、減少潛在事故、遵守健康和 safety 法律，以及不斷提高績效。

我們的職安健管理體系的關鍵要素，包括高級管理層的領導、員工的積極參與、隱患識別、預防與控制、教育和培訓，以及項目評估與改進。

疫情期間，我們嚴格遵守政府規定和指引，促進所有工作場所和零售點的公共衛生，包括為員工提供口罩、快速抗原測試劑和潔手液等個人防護用品，並實施社交距離措施和居家辦公的舉措如適用。香港員工若於2019冠狀病毒病檢測呈陽性均能享有關懷假。

2022財年，我們在所有生產基地均採用更嚴格的健康與安全流程和指引，符合針對職安健體系的最新國際標準 ISO 45001。武漢珠寶產業園參加了由橫店街團工委舉辦的道路安全活動，向同事宣傳道路安全最佳典範。

### Health and Safety KPIs 健康與安全關鍵績效指標

	FY2020	FY2021	FY2022
Number of Work-related Fatalities 工作相關的死亡人數	0	0	0
Number of Lost Days due to Work Injuries 因工傷而損失的日數	2,171	3,204	1,680
Injury Rate per 1,000 Employees 每1,000名員工的受傷率	2.4	3.5	2.5

## Safe Production Month

In June 2021, we conducted a month-long safety campaign at our Shunde production facility. We engaged with all staff to pay extra attention to safety hazards and suggest improvements in order to eliminate hidden dangers. Our OHS team interacted with colleagues in all departments, demonstrating safety procedures and answering questions. We also conducted fire evacuation drills to familiarise our people with evacuation procedures and escape routes.

## 安全生產月

2021年6月，我們在順德的生產基地，開展為期一個月的安全宣傳活動，包括讓全體員工加倍關注安全隱患並提出改進建議，以消除隱患。我們職安健團隊與所有部門的同事互動，演示安全程序並回答疑問。我們亦舉行了消防演習，確保員工全面掌握疏散程序和逃生路線。

## OHS Management Practices (All production hubs) 職安健管理措施 (所有生產基地)

<p>Established procedures and practices 建立程序和規範</p>	<ul style="list-style-type: none"> <li>• Clear rules and instructions to ensure all operations are conducted in a safe and responsible manner</li> <li>• Guidelines and procedures for appointing competent personnel to perform work involving safety risks</li> <li>• Provision of adequate health and safety equipment, such as automatic external defibrillator ("AED")</li> <li>• Regular risk assessments and implementation of mitigation measures</li> <li>• Ad hoc and scheduled safety audits and inspections</li> <li>• Systematic reporting and follow-up on workplace incidents to prevent recurrence</li> <li>• Workplace hygiene protocols and inspections</li> <li>• Suitable contingency plans and procedures to respond to fire, natural disaster or other emergencies</li> <li>• 制定明確的規則和指示，以確保運作都能全面以安全和負責任的方式進行</li> <li>• 指派合資格人員執行與安全風險相關工作的指南和程序</li> <li>• 提供足夠的健康與安全設備，例如自動體外心臟除顫器</li> <li>• 定期進行風險評估和實施緩解措施</li> <li>• 突擊和定期的安全審計和檢查</li> <li>• 有系統地匯報和跟進工作場所事故，以防再次發生</li> <li>• 工作場所衛生規程和視察</li> <li>• 應對火災、自然災害或其他緊急情況的合適應急計劃和程序</li> </ul>
<p>Training and awareness 培訓和意識</p>	<ul style="list-style-type: none"> <li>• Comprehensive safety training for employees during on-boarding and refresher training</li> <li>• Adequate safety training to ensure employees' first aid knowledge</li> <li>• Safety campaigns promotion</li> <li>• Incentive and award schemes to recognise employees for achieving zero-accident</li> <li>• 入職和復修培訓期間為員工提供全面的安全培訓</li> <li>• 充分的安全培訓，提升員工急救知識儲備</li> <li>• 推廣安全活動</li> <li>• 激勵和獎勵計劃，以表彰員工實現零事故</li> </ul>

### Employee Wellbeing

In every aspect of our business, we are continually enhancing the way we support our colleagues to be healthy and productive by providing conducive working environments. Under our Employee Assistance Programme ("EAP"), EAP ambassadors help to take care of our colleagues' mental wellbeing by providing psychological consultations and promoting healthy work-life balance.

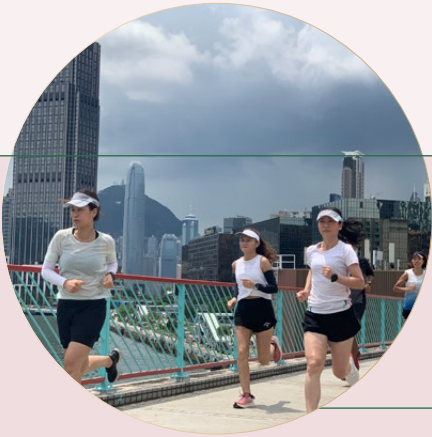
In January 2022, we introduced a new leave policy offering additional leave-days for our colleagues. Employees can now enjoy one extra Family Friendly Leave each year to spend time with their families or take care of family members in addition to one extra day for My Development Leave upon completion of a 5-hour training.

### 員工身心健康

周大福對員工無微不至的關顧，真摯且悠久。我們在業務的各方面，致力給予員工全力支持，透過提供和諧的工作環境，以及支持工作與生活平衡，促進健康和工作效率。我們亦設立僱員支援計劃（「EAP」）和EAP大使，為員工提供心理諮詢，照顧他們的心理健康，促進健康的工作和生活態度。

我們於2022年1月推出全新的假期政策，為同事提供額外的休假天數。現在，員工每年可額外享有一天幸福家庭假，與家人共度時光或照顧家人。此外，員工在完成5小時培訓課程後，亦可額外獲得一天自我發展假，供自我發展之用。





Running Training Experience Day  
跑步訓練體驗日



Christmas Baking Experience  
聖誕自助烘焙



Dance Club  
舞蹈會



Quicksand Painting Workshop  
流沙畫工作坊

## Bliss Get Set, Go! 幸福 Get Set, Go!

We want our employees to be healthy in body and mind so we encourage them to participate in a range of fun, healthy and energetic activities throughout the year. Despite challenges posed by the pandemic, we have continued to organise socially-distanced events such as a running training, 21-Day Health Challenge, Christmas baking and quicksand painting, etc.

我們期盼員工身心健康。因此，我們全年舉辦一系列有趣、健康和充滿活力的活動，鼓勵員工參加。儘管疫情帶來了挑戰，我們仍繼續舉辦能保持社交距離的活動，例如跑步訓練、21天健康挑戰、聖誕自助烘焙和流沙畫工作坊等。



21-Day Health Challenge  
21天健康挑戰



Oil Painting Workshop  
油畫班



Basketball Club  
籃球隊

## Learning and Development

We foster a spirit of "intrapreneurship" within the Group, which encourages all employees to be self-motivated and take initiative as if they are entrepreneurs with responsibility for innovation and business growth.

We also recruit graduates to join our management trainee programme. Through the trainings, mentor sharing and a series of on-the-job training in different departments, we nurture every management trainee to be an all-rounder well equipped with knowledge and management skills.

We tailor-make personal career plan building on our Chow Tai Fook Global Competencies model for analysing each employee's performance and potential with respect to five competency areas. Our career development framework also includes succession planning for key positions, which is vital for future growth and prosperity of our business.



In response to changing work patterns and learning preferences, we have accelerated development of digital learning platforms, such as our Smart Learning app and Smart Talent app, to deliver a range of training modules on our products and services and other business and leadership skills.

Our Intellectual Practice series invites employees to share information and updates relating to our Global Competencies, in line with the philosophy of "learn and apply in a smart way". "Intellectual Elite", a mini MBA platform for our intrapreneurs, allows the management team to share successful case studies through videos, thereby providing inspirational ideas to promote knowledge-sharing and intrapreneurial spirit.

In FY2022, the growing popularity of digital learning platforms boosted colleagues participation online with over 150,000 views in our Smart Learning app.

## 培訓與發展

我們致力於集團培養「內企業家精神」，鼓勵所有員工自我勉勵和積極主動，將自己定位為負責創新和業務增長的企業家。

我們招募畢業生參加管理培訓生計劃。通過培訓、導師分享和一系列跨部門在職培訓，將一眾管理培訓生培養成為具備良好知識和管理技巧的全方位人才。

我們以周大福環球能力模型為基礎，量身定制個人職業生涯規劃，分析每個員工在五項能力領域的表現和潛力。我們的職業發展框架，亦包含對業務未來增長和蓬勃發展至關重要的關鍵職位繼任人計劃。

為滿足工作模式和學習喜好的改變，我們加快了數碼化學習平台的發展，例如「智學」和「智人」手機應用程式，為員工提供一系列關於產品和服務，以及其他業務和領導技能的培訓課程。

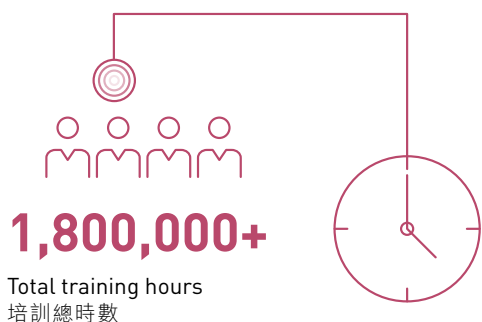
我們的「智用」培訓系列，邀請員工本著「學以『智』用，知行並進」的理念，分享與環球能力有關的資訊和最新情況。我們的內企業家智慧庫「智匯」，讓管理層藉著視頻分享成功業務案例，提供開創性構思，促進知識共享和內部企業精神。

2022財年，數碼化學習平台廣受同事歡迎，線上培訓參與率大幅提高，「智學」手機應用程式超過150,000次觀看次數。

We also support high potential colleagues to gain deep insights into all aspects of the Group's value chain in order to appreciate how upstream, midstream and downstream elements work together through our exchange programme with diversified trainings and support that enables knowledge and culture sharing.

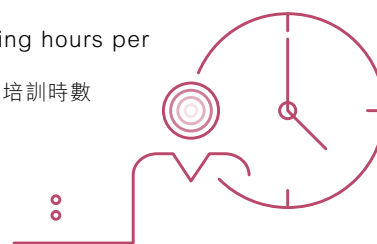
我們亦全力支持具潛力的同事，通過我們的交流計劃，配合多元化的培訓和支援，進行知識和文化交流，從而對集團價值鏈各方面進行深入探討，了解上中下游層面的運作。

### Training Hours FY2022 培訓時數



**64**

Average training hours per employee  
每位員工的平均培訓時數



We have recently introduced leave enhancement policy to encourage our colleagues to utilise one additional leave-day for personal development. Under our new training development policy, we have increased the number of external training days that can be utilised by colleagues during normal office hours each year.

我們最近推出了假期優化政策，以鼓勵我們的同事利用額外的假期進行個人發展。根據我們新的培訓發展政策，我們增加了同事每年在辦公時間可參加外部培訓的天數。

## Global Innovation Award 創者無界

Our Global Innovation Award encourages colleagues from different locations and parts of the business to share ideas on how to improve our products, services, use of technology, workflow and business model. After employees have voted for their favourite ideas, our panel of judges selects the winning entries from a shortlist in the final round.

In FY2022, winners received accolades for their creative business proposals, including optimising cyanide-free electroplating solution to create a more eco-friendly production process and establishing an online platform to enable data sharing with customers and business-to-business ("B2B") inventory replenishment. Currently, we have been adopting the winning proposals in our operations.

創者無界鼓勵來自不同地區和業務部門的同事，就完善產品、服務、技術應用、工作流程和商業模式分享想法。員工票選出自己最喜愛的構思後，誕生最後一輪入選名單，由評審小組從中選出獲獎作品。

2022財年，得獎者憑藉創新的商業建議而獲得垂青，包括研發無氰電鍍藥水使生產流程更環保；另為建立在線平台，使顧客及B2B的數據互通，庫存得以及時補充。現時，我們已於營運層面應用當中的得獎方案。







## "Boutique of Mine" Competition 我的摩登店舖

In addition to fostering intrapreneurship among our own workforce, we want to promote the spirit of entrepreneurship among the younger generation. In FY2022, our "Boutique of Mine" competition gave university students an opportunity to gain experience in branding and marketing by planning and designing the most creative "pop-up" store. The challenge attracted over 2,000 university students, who submitted 243 creative ideas to win gifts and cash prizes. Some of the most outstanding entrants received personal referral letters from Chow Tai Fook senior management.

Now in its third year, this competition aims to encourage the younger generation to be creative and explore their potential. It also helps to build Chow Tai Fook as an employer brand by attracting young people to the jewellery industry.

除了培養員工的內企業家精神，我們亦致力在年輕一代中發揚企業家精神。我們於2022財年舉辦「我的摩登店舖」，給予大學生機會，通過店舖規劃和設計最具創意的快閃店，吸取品牌和市場推廣的經驗。是次挑戰吸引了超過2,000名大學生提出243份創意方案，贏得禮品和現金獎。部份出色的提案，更可獲得周大福管理層的推薦信。

這項比賽已第三年舉行，旨在激發年輕一代的創意和潛能，同時打造周大福的僱主品牌，以吸引年輕一代加入珠寶行業。

### Do Good ~ Caring Action

Giving back to society through volunteering and corporate donations is an intrinsic part of how we give expression to our caring corporate culture.

#### Volunteering

Despite challenges associated with the ongoing pandemic, in FY2022, our colleagues continued to deliver over 18,700 volunteer man-hours focusing on environmental and social development. During the Year, Chow Tai Fook Jewellery (Shenzhen) Company Limited was recognised as Shenzhen Top Ten Caring Enterprise 2021.

### Do Good ~ 關愛行動

透過義工服務和企業捐贈回饋社會，是我們展現關愛企業文化本質的一環。

#### 義工服務

儘管疫情持續帶來了挑戰，我們於2022財年仍然參與了超過18,700小時以環境和社會發展為重點的社區服務活動。年內，周大福珠寶金行（深圳）有限公司更獲得2021年深圳十佳愛心企業稱號。

### Community Investment KPIs FY2022 社區投資關鍵績效指標



54.8

HK\$ million 百萬港元  
Total amount of donations  
捐款總額



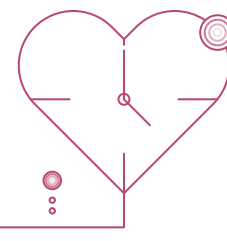
8,804

Employee volunteer  
participants  
員工義工參與人次



611

Non-employee volunteer  
participants  
非員工義工參與人次



18,700+

Volunteer hours  
義工服務總時數



# Our Environmental Protection and Community Activities

## 各區環保及關懷活動



Litter Clean Up  
垃圾清理



Soap Recycling  
肥皂回收



Charity Bazaar  
義賣

During the financial year, the Group sponsored colleagues to raise funds for The Society for the Promotion of Hospice Care, Youth Outreach and the United Nations Children's Fund. In total 336 colleagues took part in four socially-distanced virtual walkathons using mobile phone applications.

集團於財年內贊助同事，為善寧會、協青社及聯合國兒童基金會籌款。這次活動共吸引336名同事使用手機應用程式，參加了四場虛擬步行馬拉松。



In response to the pandemic, Chow Tai Fook is dedicated to spreading love and care to the needy in our society. Through our Do Good ~ Caring Anti-epidemic Action, our volunteer team has visited various districts in Hong Kong to deliver anti-epidemic bags containing masks, other necessities and food for the underprivileged, including the elderly, street sleepers and families in need. During the year, we donated over 170,000 masks.

面對疫情肆虐，周大福致力向社會有需要的人士送上愛心和關懷。周大福愛心義工隊透過愛•關懷•抗疫行動，前往香港各區，向基層、露宿者和有需要的家庭送上防疫包，當中包括口罩、其他防疫用品及食物。年內，我們一共送出超過17萬個口罩。



**Corporate donations**

As an expression of our deep care for local communities, the Group donates generously in support of many worthy causes. In FY2022, we donated RMB 10 million to assist clean-up and reconstruction efforts following devastating floods in Henan and RMB 400,000 to the Asian Foundation for the Prevention of Blindness in order to help purchase a mobile eye surgery clinic that will provide care for underprivileged cataract patients.

We also donated RMB 100,000 to support the teaching support programme of Shenzhen Project Care Foundation, hoping to enhance education quality of the rural area. In view of the worsening pandemic in Shenzhen in March 2022, we also donated anti-epidemic kits, worthing around RMB 180,000 to assist the anti-epidemic action.

In March 2022, we launched the Cheng Kar-Shun Youth Development Foundation with the aim of supporting young people to follow their dreams. The Foundation provides an innovative entrepreneurship platform for Chinese traditional craftsmanship, culture investigation and conservation, rural poverty alleviation, human capital development, innovations in the jewellery industry and other projects. It strives to encourage young people to become entrepreneurs for the sake of common prosperity.

We have also established the Cheng Kar-Shun Champion Development Foundation. This initiative focuses on nurturing national athletics development, including a pledge to donate RMB 120 million to Beijing Sports University.

**企業捐贈**

集團慷慨捐贈善款，支持多項有意義的公益活動，以表達對當地社區的深切關懷。我們於2022財年捐贈1千萬元人民幣，協助河南水災的善後和重建工作。另向亞洲防盲基金會捐贈40萬元人民幣，用於購買流動眼科手術診所，為貧困的白內障病患者提供悉心護理。

我們亦捐贈10萬元人民幣，支持深圳市關愛行動公益基金會的募師支教項目，致力提升鄉村教學品質。有見2022年3月深圳市疫情反覆，我們向當地捐贈了價值約18萬元人民幣的防疫物資，支援抗疫行動。

我們於2022年3月成立鄭家純青年發展專項基金。基金旨在支持年輕人實現夢想，為年輕人提供創新創業平台，支持中國傳統工藝、文化挖掘和保護、鄉村脫貧、人才培養、珠寶行業創新等項目，鼓勵年輕人創業，實現共同富裕。

我們亦成立了鄭家純冠軍培養基金，協助國家發展田徑，包括承諾向北京體育大學捐贈1.2億元人民幣。



Ms. Kong Qinghua, General Manager of Beijing-Tianjin-Hebei Region of Chow Tai Fook Jewellery Group donated RMB 120 million on behalf of the Cheng Kar-Shun Champion Development Foundation to Beijing Sports University

周大福珠寶集團京津冀區域總經理孔慶華女士代表鄭家純冠軍培育基金捐贈1.2億元人民幣予北京體育大學



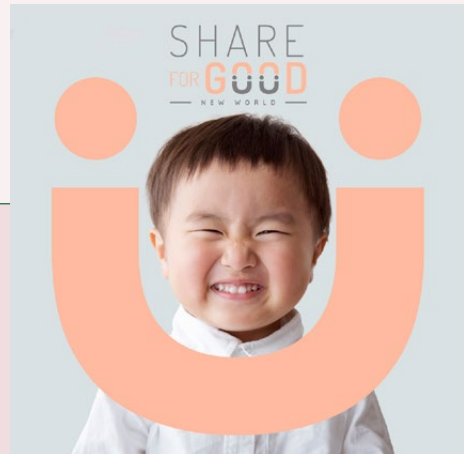
## Share for Good 愛互送

In FY2022, Chow Tai Fook made a cash donation of HK\$ 1 million in support of Share for Good, Hong Kong's first large-scale online donation matching platform. Through this ground-breaking initiative, Yan Chai Hospital coordinates the purchase and distribution of anti-epidemic items such as rapid test kits, oximeters, data cards, supermarket and restaurant cash coupons, protective face shields and antipyretic patches.

With assistance from more than 30 non-profit organisations specialised in providing outreach services, the items are matched with those who need them the most, including low-income families, people living in subdivided housing, the elderly living alone, the mentally handicapped and disabled, street sleepers and ethnic minorities etc. The logistics expenses of this operation are generously supported by New World Development Company Limited and Lalamove.

周大福於2022財年捐款一百萬港元，以支持香港首個大型網上捐款配對平台「Share for Good 愛互送」。透過這項創新計劃，仁濟醫院協調採購和分發快速測試劑、血氧儀、數據卡、超市和餐廳現金券、防護面罩和退熱貼等防疫用品。

在30多個專門提供外展服務的非牟利機構的協助下，項目配對最需要受助的人士，包括低收入家庭、劏房戶、獨居長者、智障及傷健人士、露宿者和少數民族等。這次營運的物流費用，由新世界發展有限公司和Lalamove慷慨支持。



## Love Begins Here 家源於此

In FY2022, Chow Tai Fook joined hands with Teach for China to support the "Love Begins Here" project. The vision of this initiative is to deliver high-quality education in rural China in order to enable all children could grow up confidently and happily.

In celebration of this partnership, Chow Tai Fook has released a special jewellery series under the same name - "Love Begins Here" - to raise awareness about the plight of rural children. We hope to invite the public to help us take action so that our love can be shared with many more children in rural areas.

周大福於2022財年與美麗中國合作，攜手支持「家源於此」項目，旨在改善中國農村的教育質素，讓所有的孩子都能自信快樂地成長。

為慶祝是次合作，周大福推出了同名的特別珠寶系列 - 「家源於此」 - 以提高大眾對農村兒童困境的認識，藉以邀請公眾出一分力，讓更多農村孩子感受到我們的愛。

"Home · Source" bracelets from the "Love Begins Here" collection are interlocked and engraved with the character for LOVE. The bracelet design also sparks childlike joy with playful charms that can be swapped and matched according to personal preference.

來自「家源於此」系列的「家·源」手鏈，鑲刻互相扣連將愛心呈現。手鏈設計亦可根據個人喜好，自由更換和搭配充滿童趣的俏皮吊飾。

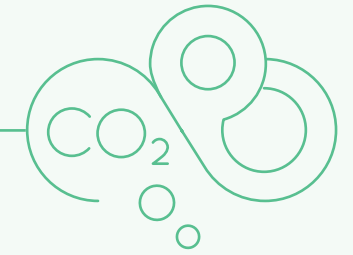
# ENVIRONMENT - Resource Efficiency & Carbon Reduction

## 真效 環境效益

Chow Tai Fook is committed to protecting our planet for current and future generations of people. Ongoing transformation of our business has significantly benefited on the environment by improving efficiency and reducing our ecological footprint.

周大福致力保護地球，讓今世後代的人們皆能享受優質的生活。我們透過提高效率及減少生態足跡，使業務得以持續轉型，為環境帶來莫大裨益。

### SDGs 聯合國可持續發展目標



#### Material Issues 重要議題

Carbon emission and energy management  
Climate-related risks and impacts  
Waste management  
Air quality management  
Water management

碳排放與能源管理  
氣候相關風險和影響  
廢棄物管理  
空氣質素管理  
用水管理

#### Megatrends 大趨勢

Climate change  
Resource scarcity  
Carbon pricing  
Environmental degradation

氣候變化  
資源稀缺  
碳價格  
環境惡化

#### 2029 Target 目標

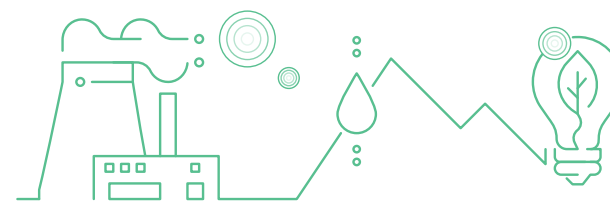
Reduce the ecological footprint of our operations  
減低營運的生態足跡



Reduce GHG intensity and water consumption intensity of the Group and waste generation intensity of production hubs by at least **15%** compared with FY2019

對比2019財年，將集團的溫室氣體、耗水量密度，以及生產基地廢棄物密度，減低最少**15%**

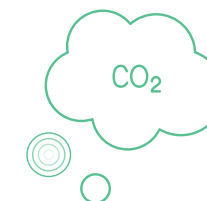
#### FY2022 Highlights 摘要



**31%**  
reduction in GHG emissions intensity\*  
溫室氣體排放密度減量\*

**38%**  
reduction in water use intensity\*  
用水密度減量\*

**36%**  
reduction in waste intensity from production\*  
生產廢棄物密度減量\*



Launch of new Sustainable Development Fund to support circular economy and low carbon economy  
推出新可持續發展基金，以支持循環經濟及低碳經濟



Low Carbon Manufacturing Programme Platinum Label ("LCMP") bestowed by WWF Hong Kong on our production hub in Wuhan  
武漢生產基地榮獲世界自然基金會香港分會頒發低碳製造計劃白金標籤

\*Compared to FY2019. 對比2019財年。



# Management Approach



## 管理方針

More and more consumers are mindful of their impact on the environment, and many are increasingly willing to take personal action to combat environmental and sustainability challenges. At Chow Tai Fook, we believe it is our responsibility to protect and conserve nature. For many years, we have had well established housekeeping and operational protocols in place to uphold environmental standards that fulfil and exceed the requirements of relevant laws and regulations.

越來越多消費者關注自身對環境的影響，並願意身體力行，解決對環境和可持續發展的挑戰。我們相信，周大福對保護自然環境責無旁貸。為此，我們多年來已制定完善的內務管理和營運規範，力求符合法律及規例，甚至超出法定的環境標準。

We maintain ISO 14001 Environmental Management Systems in our production hubs, where we have integrated environmental protection policies and processes into daily operations and seek to achieve continuous improvement in all aspects of environmental performance. We also have a Green Office Guideline governing eight aspects of environmental protection in our offices.

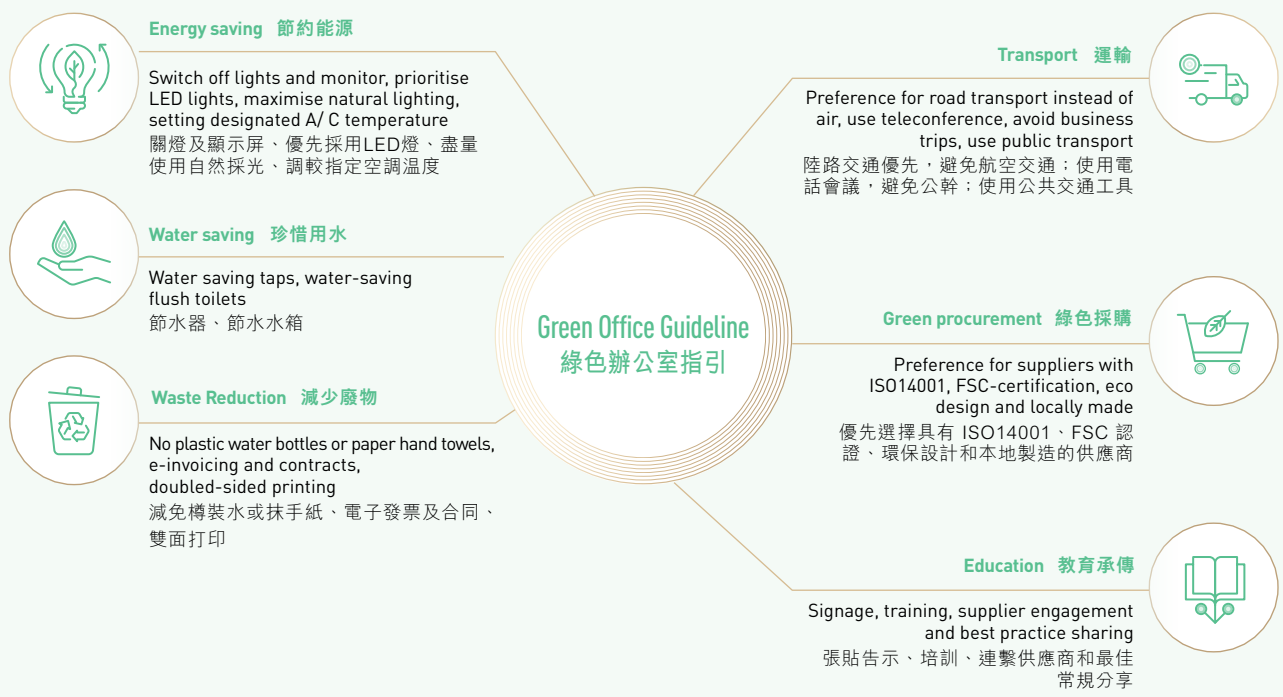
我們的生產基地，獲評ISO14001環境管理體系，將環境保護政策和流程融入日常營運中，並力求持續改善環境表現的各方面。我們亦制定了綠色辦公室指引，在辦公室實施八項環保措施。

	<p>Climate Change 2021 氣候變化2021</p> <p><b>B</b></p> <p>Water Security 2021 水資源安全2021</p> <p><b>B-</b></p> <p>Indicating performance at "Management" level 表現屬於「管理」級別</p>
	<p>In FY2022, Chow Tai Fook Jewellery Park (Wuhan) received a Platinum Label from WWF Hong Kong's Low Carbon Manufacturing Programme, which aims to incentivise carbon emissions reductions and environmental social governance among manufacturing businesses in China. The Platinum Label indicates that we have implemented a sophisticated GHG management system and achieved best-practices for energy efficiency.</p> <p>2022財年，周大福珠寶文化產業園（武漢），榮獲世界自然基金會香港分會「低碳製造計劃」，授予白金標籤。計劃旨在鼓勵中國製造企業減低碳排放，並加強環境及社會管治。白金級認證表明我們已實施完善的溫室氣體管理系統，並於能源效益方面展示出最佳示範。</p>

The key elements of our management approach to mitigate our environmental impact are set out below.  
下述的關鍵要素，是我們減輕環境影響的管理方法。

Aspects 範疇	Initiatives 計劃
<p><b>Air Emissions Management</b> 廢氣排放管理</p>	<ul style="list-style-type: none"> <li>Regular assessment of major air pollutants including SO<sub>x</sub>, NO<sub>x</sub>, ammonia, dust, fluoride etc. in our production facilities by certified organisations to ensure the emissions meet local standards</li> <li>Reduce emissions of VOCs for better indoor air quality</li> <li>Real-time monitoring of air emissions treatment and ventilation in our production hub in Wuhan</li> <li>由認證機構定期評估生產設施中的主要空氣污染物，包括硫氧化物、氮氧化物、氨、灰塵、氟化物等，以確保排放符合當地標準</li> <li>減少排放揮發性有機化合物，改善室內空氣質素</li> <li>實時監測武漢生產基地的廢氣處理和通風</li> </ul>

Aspects 範疇	Initiatives 計劃
<b>Energy Efficiency 能源效益</b>	<ul style="list-style-type: none"> <li>Automation devices such as motion sensors and timers to enhance energy efficiency</li> <li>Retro-commissioning to optimise energy use at production hubs</li> <li>LED lighting systems optimise energy consumption</li> <li>使用運動傳感器和計時器等自動化設備，提升能源效益</li> <li>運用重新校驗，以優化生產基地的能源使用</li> <li>LED 照明系統優化能源消耗</li> </ul>
<b>Water Resources Management 水資源管理</b>	<ul style="list-style-type: none"> <li>Prioritise water recycling and reuse, whenever possible</li> <li>Pretreat wastewater utilising membrane bioreactor technology prior to discharge</li> <li>Real-time monitoring of wastewater discharge with automatic reporting to relevant authorities via Radio Frequencies</li> <li>優先考慮使用回收和重用再生水</li> <li>排放前利用膜生物反應器技術，預先處理廢水</li> <li>實時監測廢水排放，並通過無線電頻率自動向有關當局報告</li> </ul>
<b>Materials and Waste Management 物料和廢棄物管理</b>	<ul style="list-style-type: none"> <li>Secure storage of hazardous waste in well-ventilated areas</li> <li>Qualified contractors collect and dispose of hazardous waste in compliance with legislation</li> <li>Reduce paper waste by adopting e-invoicing, electronic employment contract and electronic warranty cards</li> <li>Waste sorting in our offices to facilitate recycling and responsible waste disposal</li> <li>在通風良好的地方，妥善存放有害廢棄物</li> <li>聘用合資格承辦商，並按規定收集和處置有害廢棄物</li> <li>採用電子發票、電子僱傭合同及電子保證書，減少紙張浪費</li> <li>在辦公室實行廢棄物分類，促進回收和負責任的廢棄物處理</li> </ul>



The main driver of resource consumption and environmental impact in our production facilities is jewellery manufacturing. We use intensity metrics to normalise environmental performance with respect to the number of products manufactured or revenue. Continuous investment in energy, water and materials savings as outlined in this chapter combined with sustained growth in revenue over the past two years has contributed to marked improvement in the environmental performance of our production hubs. The speed of these improvements exceeds what we anticipated when our intensity targets were established for carbon, water and waste in FY2019.

珠寶製造是資源消耗的主要來源，生產設施對環境的影響亦隨之而生。我們使用的密度指標，以產品製造量或營業額來量度，使環境績效指標得以定量規範。本章闡述對能源、用水和節約物料的持續努力，加上過去兩年收入的持續增長，使生產基地的環境績效顯著提升，改善速度超出了我們於2019財年所制定的減碳、減水和減廢密度目標。

## Global Innovation Award – Cyanide-free Electroplating Solution 創者無界 - 無氰電鍍藥水

In FY2022, a proposal from our Wuhan production hub to undertake independent research and development of cyanide-free electroplating won the first place in our Global Innovation Award. Electroplating is an important production method for applying thin, even layers of precious metals onto jewellery pieces. Many plating baths contain cyanides of other metals (such as potassium cyanide) in addition to cyanides of the metal to be deposited. Since cyanide is a toxic substance that could contaminate drinking water, our team of researchers were determined to investigate other more environmentally-responsible techniques.

During the year, the winning team carried out tests to develop a hard gold electroplating potion that does not contain cyanide so it is both safer to use and reduces impact on the environment. By year end, we have already deployed this innovative approach in seven tanks at Wuhan production hub. We successfully obtained patents for the potion in the Mainland and Hong Kong in March 2022 and September 2021, respectively.

2022財年，武漢生產基地提出自主研發的無氰電鍍藥水，在創者無界中獲得冠軍。電鍍是將一層薄薄的貴金屬，均勻地塗於首飾上，是首飾製造的重要生產方法。除了沉積的金屬氰化物外，電鍍池亦含有多種其他金屬的氰化物（例如氰化鉀）。氰化物為有毒物質，能污染食水，於是我們的研究團隊便決心研究其他更環保的技術。

年內，優勝團隊進行測試，研發出一種不含氰化物的電鍍硬金藥水，使用起來更安全，對環境的影響也更小。截至年底，我們已在武漢生產基地的七個缸使用這種創新方法。我們亦分別於2022年3月和2021年9月，於內地和香港成功獲得該藥水的專利。

## Energy, Air Quality and Greenhouse Gas Emissions

Scope 2 GHG emissions from purchased electricity represent the most significant source of emissions for our operations. In addition to purchased electricity and heat, our production facilities consume fossil fuels such as natural gas, coal gas and LPG and our fleet of Group-owned vehicles consumes diesel and petrol. To mitigate scope 2 emissions, we generate small amounts of renewable energy from roof-top solar installations in Wuhan production hub.

Combustion of fossil fuels and other industrial processes that are integral to the jewellery-making process result in local air emissions of NOx, SOx, fluoride, non-methane hydrocarbons, lead, VOCs, hydrogen cyanide, hydrogen chloride and ammonia among other compounds. Please refer to the [ESG Data Summary](#) for more data.

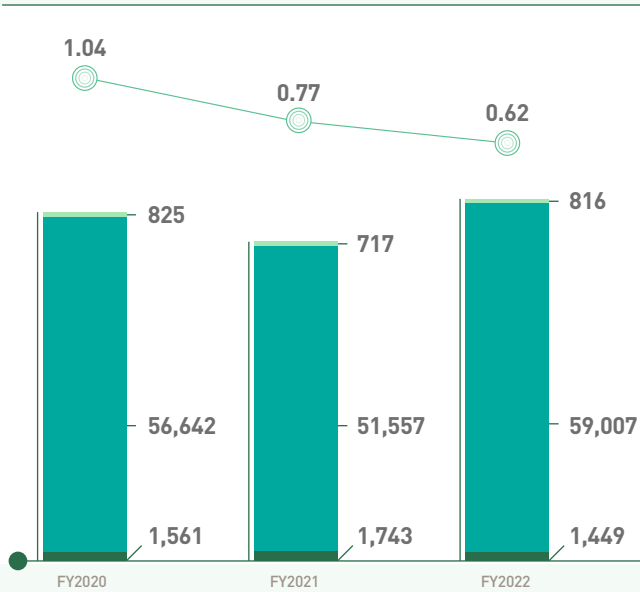
## 能源、空氣質素和溫室氣體排放

來自所購電力的範圍二溫室氣體排放，是我們營運中最主要的排放源。除了所購電力和供熱外，我們的生產設施亦消耗天然氣、煤氣和液化石油氣等化石燃料，而集團車輛則消耗柴油和汽油。為減少範圍二排放，我們於武漢生產基地天台安裝太陽能裝置，生產少量可再生能源。

在珠寶製造過程中，燃燒化石燃料和其他與必要的工業製造流程，會引起氮氧化物、硫氧化物、氟化物、非甲烷碳氫化合物、鉛、揮發性有機化合物、氰化氫、氯化氫和氨，以及其他化合物的廢氣排放。有關廢氣排放的更多數據，請參閱[環境、社會及管治數據摘要](#)。



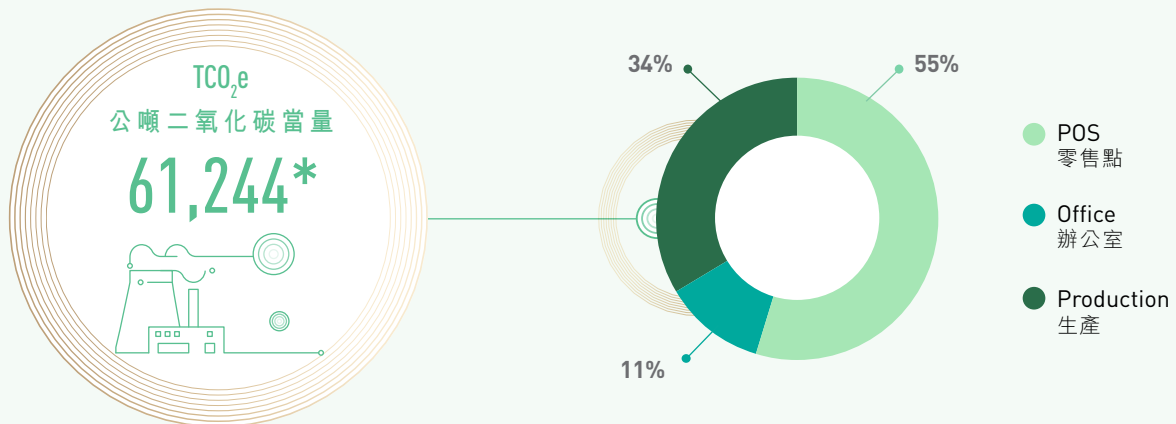
## GHG Emissions and Intensity KPIs 溫室氣體排放及密度關鍵績效指標



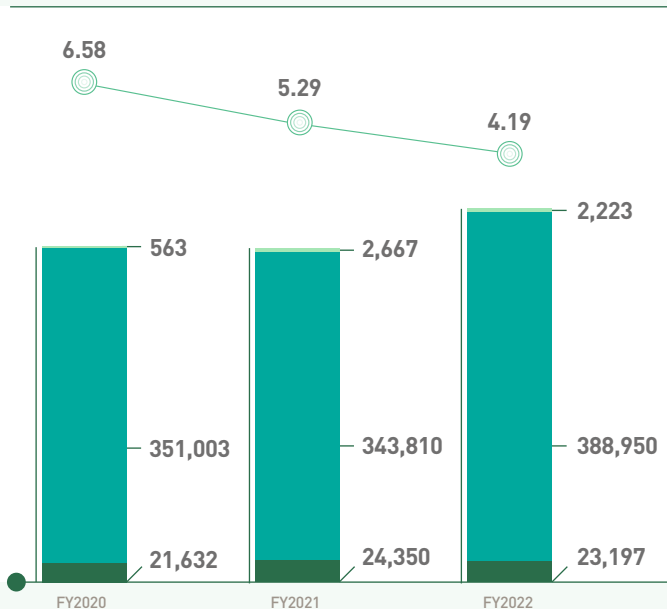
\* FY2022 includes 28 TCO<sub>2</sub>e GHG removal (scope 1) from trees planted.  
2022財年包括來自植樹的28公噸二氧化碳當量溫室氣體減除量（範圍一）。

- Scope 3 other indirect emissions (Tonne CO<sub>2</sub>e)  
範圍三其他間接排放(公噸二氧化碳當量)
- Scope 2 indirect emissions (Tonne CO<sub>2</sub>e)  
範圍二間接排放(公噸二氧化碳當量)
- Scope 1 direct emissions (Tonne CO<sub>2</sub>e)\*  
範圍一直接排放(公噸二氧化碳當量)\*
- GHG intensity (Tonne CO<sub>2</sub>e/HK\$1 million revenue)  
溫室氣體密度  
(公噸二氧化碳當量/ 每百萬港元營業額)

## FY2022 GHG Emissions by Function 按功能劃分的溫室氣體排放



## Energy Consumption and Intensity KPIs 能源消耗及密度關鍵績效指標



- Direct energy consumption - Renewables (GJ)  
直接能量消耗 - 可再生能源(千兆焦耳)
- Indirect energy consumption - Purchased electricity (GJ)  
間接能源消耗 - 所購電力(千兆焦耳)
- Direct energy consumption - Fuel (GJ)  
直接能量消耗 - 燃料(千兆焦耳)
- Energy intensity (GJ/HK\$1 million revenue)  
能源密度(千兆焦耳/ 每百萬港元營業額)

## Energy-saving 節約能源

Across the Group, we are implementing an ongoing programme of energy-saving. In addition to the initiatives implemented in our offices and production facilities as outlined below, our Shenzhen office has implemented an LED display replacement programme and we are piloting new eco-friendly light fittings in our retail stores at the Baoneng Chow Tai Fook branch in Baoan, Shenzhen.

我們持續實施的節能計劃，貫穿整個集團。除了在辦公室和生產設施實施這些計劃，我們位於深圳的辦公室亦已推行LED顯示屏更換計劃，以及在深圳寶安荷崗寶能周大福分店，為零售點試行新型環保燈具。



### Energy efficiency initiatives implemented in FY2022 推行的能源效益計劃摘要

Location 地點	Initiative 計劃	Electricity Saved 節電成果
Kwai Chung Office 葵涌辦公室	Adjustment of central air-conditioning system operating time 調節中央冷氣系統運行時間	↓37%
Shunde 順德	Adjustment of rooftop duct fan operation 調整天台風機的管道運作	↓2%
	Air-conditioning energy savings 空調節能	↓4%
Wuhan 武漢	Dormitory lighting control system with automated sensors 宿舍運用自動傳感器照明控制系統	11,000 kWh/ year 千瓦時/ 每年

Following promulgation of the National 14<sup>th</sup> Five-Year Plan in 2021, we are in the process of reviewing our carbon reduction target to align with the national agenda on carbon neutrality. We plan to conduct a comprehensive carbon audit of our operations to inform the Group's roadmap on carbon reduction going forwards.

隨著2021年國家頒佈「十四五」規劃，我們正檢視減碳目標，以符合國家的碳中和議程。為此，我們正計劃展開全面的碳審計，以規劃集團未來的減碳路線圖。

## Water

100% of the Group's direct water use is sourced from municipal supplies. In FY2022, we did not encounter any problems sourcing water for consumption. Our primary uses of water are for cleaning, washing, cooking and industrial processes in our production hubs as well as sanitation and hygiene in our offices. The production hubs account for around two-thirds of the Group's total water withdrawals. Offices account for most of the remaining third, with only a small percentage attributable to POS.

## 用水

集團的直接用水，100%來自市政供水。我們於2022財年並沒有在求取水源方面遇到任何問題。生產基地用水最多，佔集團總用水量約三分之二以上，主要用於清潔、洗滌、煮食和工業流程，而辦公室則佔其餘約三分之一，用於保持清潔和環境衛生。零售點用水量僅佔少數。

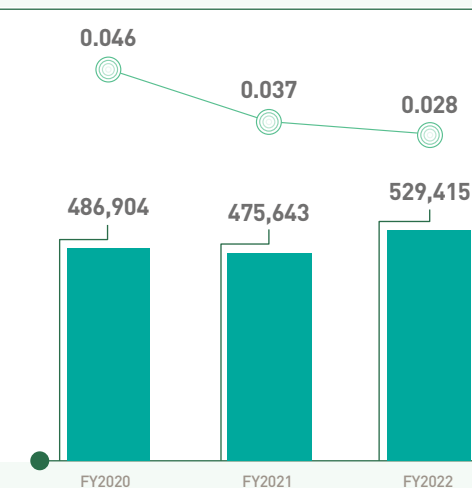
In FY2022, we used the WRI Aqueduct database to evaluate whether the Group's water withdrawals may contribute to water stress. According to our analysis, all production hubs and offices are located in areas experiencing low baseline water stress. Nonetheless, in line with Our Centennial Commitment target, we are actively conserving water by increasing greywater recycling in our production hubs.

我們於2022財年，使用世界資源研究所水道數據庫，評估集團取水量會否導致水資源壓力。根據我們的分析，所有生產基地和辦公室均位於水資源壓力基線較低的地區。儘管如此，我們將按百周年承諾的目標，積極增加回收生產基地的中水來節約用水。

We implement comprehensive treatment systems for industrial and domestic wastewater. Our production hubs utilise advanced technology such as Membrane Bioreactor in Wuhan, Anaerobic/ Anoxic/ Oxidation in Shunde and sedimentation pre-treatment in Shenzhen to achieve standards for industrial wastewater treatment that exceed local and national regulatory requirements.

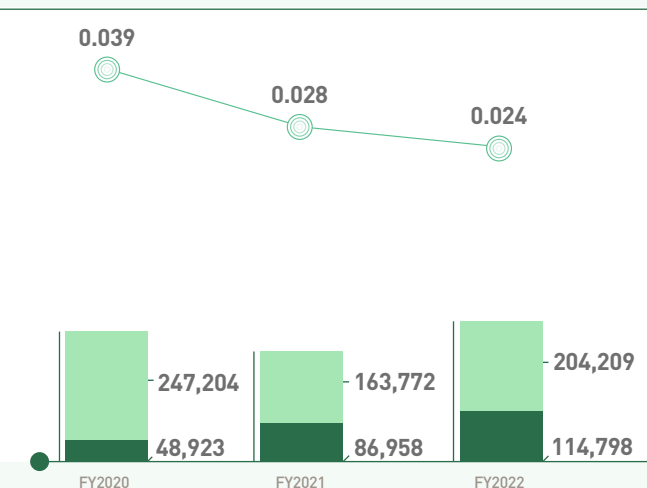
我們實施工業和生活廢水綜合處理系統。生產基地採用先進技術，如武漢的膜生物反應器、順德的厭氧/ 缺氧/ 好氧技術，以及深圳的沉澱物處理，均能達到超越當地和國家監管要求的工業廢水處理標準。

## Water Consumption 用水量



- Municipal water withdrawal (m³)  
市政用水取用量 (立方米)
- Water intensity - Group  
(m³/ HK\$1 million revenue)  
集團用水密度  
(立方米/ 每百萬港元營業額)

## Production Wastewater Discharge 生產廢水排放



- Domestic waste water produced (m³)  
生活廢水產生 (立方米)
- Industrial waste water produced (m³)  
工業廢水產生 (立方米)
- Wastewater intensity (m³/ product manufactured)  
廢水密度 (立方米/ 每件已生產貨品)

## Greywater initiatives implemented in FY2022 中水回用計劃

Location 地點	Initiative 計劃	Water Saved 節水成果
Shunde 順德	Post-electro-metallic rinse water is collected, passed through a liquid filter and reused for cleaning items after they have soaked in dewaxing water 收集電金後沖貨水，經過藥液過濾器後再回用於浸泡除蠟水後的貨品清洗	↓ 2%
	A diluting agent used for wastewater treatment is added to clean water after wastewater treatment in our treatment facility 經廢水處理站處理後的清水稀釋處理污水所需的藥劑	↓ 1%
	Water used to rinse plaster pots in the mould workshop is treated, stored and reused to rinse or soak the plaster pots 模房沖洗石膏盅的水，經廢水處理站處理後存到蓄水箱，再用回於沖洗或浸泡石膏盅	↓ 4%
Shenzhen 深圳	Post-electro-metallic rinse water is introduced to the recycling bucket, followed by filtering and reuse for flushing and the neutralisation tower 電金後沖洗水引入回用水桶，經過濾後回用於沖洗用途和中和塔	5,000 m³/ year 立方米/ 每年
Wuhan 武漢	Plaster wastewater from inverted moulds is treated and reused for primary flushing of inverted moulds, saving approximately 1,200 tonnes of water/ year 經過處理後的石膏倒模廢水，可再用於初步沖洗，每年可節約1200噸用水	1,200 m³/ year 立方米/ 每年

## Wastewater treatment initiatives implemented in FY2022 廢水處理計劃

Location 地點	Initiative 計劃	Hazardous Waste Saved 減危廢成果
Shenzhen 深圳	Gypsum wastewater is separated and the sludge is turned into general solid waste 將石膏從廢水中分離，污泥便可轉化為一般固體廢物	↓ 31%
Wuhan 武漢	Changing of the two anoxic-oxic membrane bioreactor membrane 將MBR膜+A/O處理工藝改造成A/O處理工藝	↓ 23%
	Improvements to the drying of hazardous waste sludge 危廢污泥幹化改善	↓ 21%
	Waste acid neutralisation improvement 廢酸中和改善	↓ 24%



## Waste

Our production hubs produce small quantities of hazardous waste, including sludge generated from wastewater treatment, mineral oil, emulsions, inorganic cyanide, acid and alkali solutions, lead, organic solvents and copper among other waste streams. These materials are disposed of responsibly in accordance with our established policies and procedures outlined in each property's Environmental Management System.

In FY2022, our production hubs disposed of 265 tonnes of hazardous waste in full compliance with locally applicable regulations and procedures.

In accordance with Our Centennial Commitment target to reduce waste intensity from our production facilities, we strive to mitigate the impact of our waste streams by minimising consumption of resources and increasing recycling, wherever possible. Our Waste Separation Guidelines outline which waste streams should be recycled and where the recyclable materials should be sorted and stored for collection by licensed service providers.

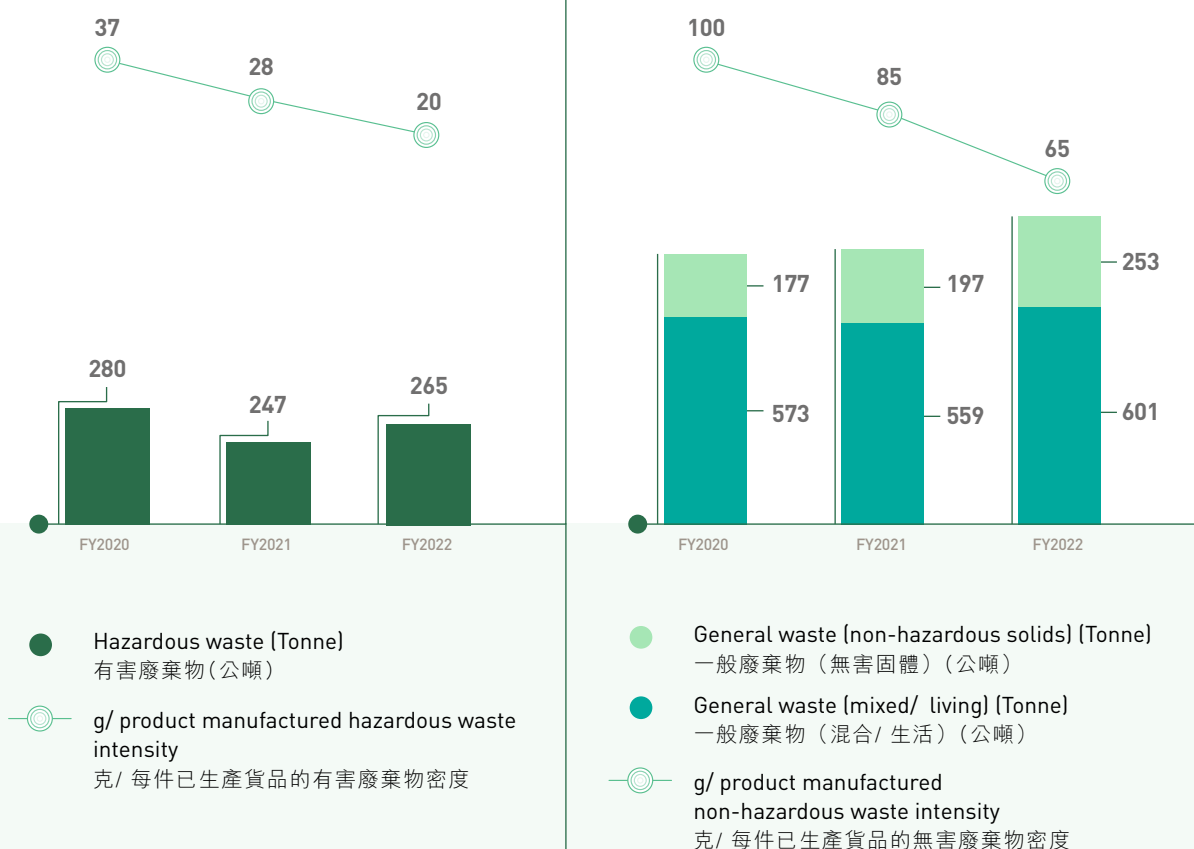
## 廢棄物

我們的生產基地產生少量有害廢棄物，包括處理廢水時產生的污泥、礦物油、乳化劑、無機氰化物、酸和鹼溶液、鉛、有機溶劑、銅，以及其他廢棄物。這些廢料，將按照每個營運點的環境管理體系所描述的既定政策和程序負責任地處置。

2022財年，我們的生產基地全面按照當地適用的法律和程序，處置265噸有害廢棄物。

我們根據百周年承諾目標，致力減低生產設施廢棄物密度。為此，我們盡力減少資源用量和增加回收量，以減輕對垃圾堆填區處理廢棄物的影響。我們的垃圾分類指引，列明可回收的廢棄物的種類，分類和存放地點，讓持牌服務供應商收集。

Production Waste and Intensity KPIs 生產廢棄物量及密度的關鍵績效指標



Please refer to the [ESG Data Summary](#) for data on hazardous and non-hazardous waste categories.  
 有關有害和無害廢棄物的分項數據，請參閱[環境、社會及管治數據摘要](#)。

## Engaging with our Stakeholders

Protecting our planet and conserving its precious resources is a collective responsibility that we all share. Since environmental stewardship cannot be achieved in isolation, we work with our employees, our customers, environmental NGOs and the general public to achieve shared goals for environmental protection.

## 與持份者互動

保護地球和珍貴資源，是你我的集體責任。管理環境應眾志成城，與員工、顧客、環保組織和公眾齊心合力，才能實現環境保護的共同目標。

### Green Retail 綠色零售

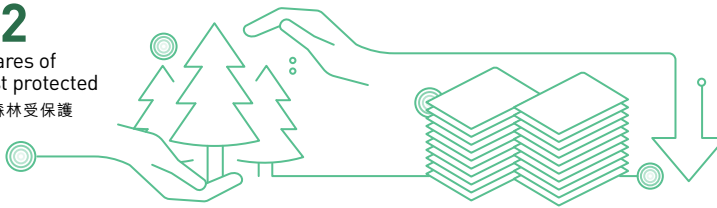
We utilise e-warranty cards and FSC-certified carton boxes for e-commerce deliveries. In FY2022, these initiatives have saved an estimated 200 million sheets of paper and protected 5.2 hectares of forest.

我們的電子商務快遞，使用電子保證單和森林管理委員會認證的紙盒。這兩項措施，讓我們於2022財年節省約2億張紙，保護約5.2公頃森林。



5.2

hectares of forest protected  
公頃森林受保護



200,000,000

sheet of paper saved  
節省紙張數量

### Protecting Biodiversity 保護生物多樣性

We have raised a total of RMB 429,666 donations to help combat desertification work of SEE Foundation through charity sales and charity golf tournament.

Also, we have raised RMB 30,000 to support the Noah's Ark Project of SEE Foundation by inviting our colleagues to join the charity walkathon campaign to raise funds for this meaningful event. The event has attracted over 16,000 participants with over 170,000 accumulated kilometres, raising over RMB97,000 redeemed matching donations. We are also committed to donating RMB20 for every purchase of designated products of Mei Series, as well as RMB 141,692 in 99 Charity Day, National Volunteer Day. The project dedicates in the conservation of biodiversity of old-growth forest and plateau wetlands in Southwest China, exploration and promotion of harmony between society and ecosystems, protection of the biodiversity in the core areas of Southwest China, and upholding localised biodiversity protection to benefit the locals by using local biological resources sustainably.



我們通過公益慈善售賣和高爾夫慈善賽等活動，共募集429,666元人民幣，用於阿拉善基金會的沙漠化防治工作。

同時，我們為支持阿拉善基金會的諾亞方舟項目，邀請同事於2022財年，參加慈善步行馬拉松活動，為這極具意義的公益活動籌款。是次活動一共累積170,000公里數，有超過16,000位參加者，累積超過170,000公里數，籌集配對捐款超過97,000元人民幣。我們亦承諾每購買美系列指定產品乙件，便捐贈20元人民幣，共籌得30,000元人民幣，另外亦透過99公益日和全國義工日籌得141,692元人民幣。項目致力於中國西南山地原始森林和高原濕地生物多樣性保護、推進社會與生態系統友善依存的關係，保護中國西南地核心區域生物多樣性，同時透過可持續地利用當地生物資源，推動本地生物多樣性保護。

# Glossary

## 詞彙

This Report contains the following defined terms, which are summarised here for ease of reference.  
本報告內的专业用語匯總並定義如下，以供參考。

Board 董事會	the board of directors of the Company 本公司董事會
Company/ Chow Tai Fook 本公司/ 周大福	Chow Tai Fook Jewellery Group Limited (stock code: 1929) 周大福珠寶集團有限公司 (股票代號: 1929)
Directors 董事	directors of the Company 本公司董事
ESG ESG	Environmental, Social and Governance 環境、社會及管治
ESG Guide ESG指引	Environmental, Social and Governance Reporting Guide in Appendix 27 of the Listing Rules of the Stock Exchange of Hong Kong 香港聯合交易所上市規則附錄27中的《環境、社會及管治報告指引》
FY 財政年度/ 財年	financial year, 1 April of a year to 31 March of the following year 財政年度，指4月1日至翌年3月31日
Group 集團/ 本集團	the Company and its subsidiaries 本公司及其附屬公司
GHG 溫室氣體	Greenhouse Gas, gases that contribute to the greenhouse effect causing a changing climate 會引起溫室效應而導致氣候變化的氣體
GRI Standard GRI 準則	Global Reporting Initiative Sustainability Reporting Standards 全球報告倡議組織可持續發展報告準則
HKEX/ Stock Exchange 香港交易所/ 聯交所	The Stock Exchange of Hong Kong Limited, unless otherwise specified 除非另有指明，否則均指香港聯合交易所有限公司
Hong Kong, China/ Hong Kong 中國香港/ 香港	the Hong Kong Special Administrative Region of the People's Republic of China 中華人民共和國香港特別行政區
Listing Rules 上市規則	Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited 香港聯合交易所有限公司證券上市規則
Macau, China/ Macau 中國澳門/ 澳門	the Macao Special Administrative Region of the People's Republic of China 中華人民共和國澳門特別行政區
Mainland China/ the Mainland 中國內地/ 內地	the mainland of the People's Republic of China 中華人民共和國內地
POS 零售點	points of sale 產品零售點
Report 報告	this document, the Group's Sustainability Report 2022 本文件，本集團的可持續發展報告2022
SDGs 可持續發展目標	Sustainable Development Goals, the 17 SDGs, adopted by all United Nations Member States in 2015, are the blue print to achieve a better and more sustainable future for all. Find out more on <a href="https://sustainabledevelopment.un.org">https://sustainabledevelopment.un.org</a> . 全體聯合國成員國於2015年採納的17個可持續發展目標，是為所有人達成更美好和更可持續發展的未來而勾劃的藍圖。詳情請瀏覽 <a href="https://sustainabledevelopment.un.org">https://sustainabledevelopment.un.org</a> .
Tier I, II, III, IV and other cities 一、二、三、四線及其他城市	for the list of cities, please refer to the city-tier ranking published by Yicai Global. New first tier cities were grouped under Tier II cities in our analysis. Please refer to the ranking released on 27 May 2021. 有關城市詳情請參閱《第一財經》發佈的城市等級排名。新一線城市於我們的分析中被分類為二線城市。請參閱2021年5月27日公佈的排名



# ESG Data Summary

## 環境、社會及管治數據摘要

Chow Tai Fook is committed to transparent and meaningful reporting of data relevant to assisting our stakeholders to develop a comprehensive and balanced understanding of the Group's ESG performance. Unless otherwise indicated, the scope of Key Performance Indicators ("KPIs") includes the Group's core and material business units in Mainland China and Hong Kong & Macau of China, including 1,782 self-operated POS, offices and 4 production hubs but does not include offices and 43 POS located in other markets, including Cambodia, Japan, Korea, Malaysia, the Philippines, Singapore, Taiwan (China), Thailand, United States and Vietnam.

周大福致力以透明和富意義的方式報告相關數據，以協助持份者全面客觀地了解集團的可持續發展表現。除非另有說明，報告中的關鍵績效指標範圍，其涵蓋範圍包括集團在中國內地、中國香港和中國澳門的核心及重要業務單位，包括該等營運地區的1,782個直營零售點、辦公室以及四個生產基地。但並不包括柬埔寨、日本、韓國、馬來西亞、菲律賓、新加坡、中國台灣、泰國、美國和越南等其他市場的辦公室和其43個零售點的資訊。

For a full list of corporate entities included in the Group's financial statements, please refer to our [Annual Report 2022](#). The variation in scope between our financial reporting and our sustainability reporting has been summarised in this table:

有關集團財務報表所包括公司的完整列表，請參閱[2022年報](#)。下表概括財務報告和可持續發展報告所包括公司的分別：

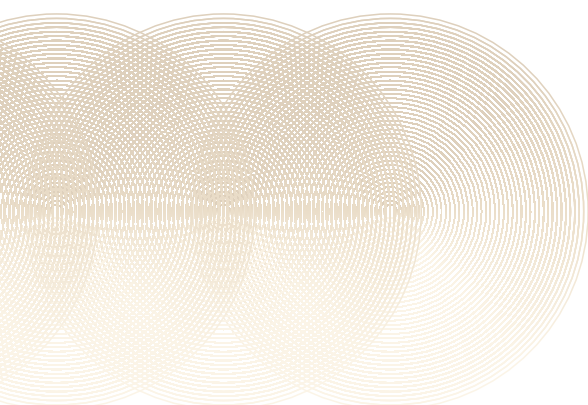
Reporting scope 報告範圍	Core business operations (Mainland China, Hong Kong & Macau of China) (中國內地、中國香港及中國澳門)核心業務	Operations in other markets 其他市場的營運	Franchised POS 加盟零售點
Sustainability Report 可持續發展報告	Included 包括	Not included 不包括	Not included 不包括
Annual Report 年報	Included 包括	Included 包括	Included 包括

Barring Item i) in the Notes on calculation methodologies listed below, there have been no restatements of information from previous reporting periods in this Report.

除下列附註i)的計算方法外，本報告並無重述以往報告期的資訊。

The following tables provide a comprehensive summary of ESG KPIs collected and reported by the Group with cross-references to relevant disclosures from the HKEX ESG Guide and GRI Standards.

以下表載列集團收集和匯報環境、社會及管治關鍵績效指標的綜合摘要，並對照引用香港聯交所《ESG 指引》和 GRI 準則的相關披露。



HKEX 聯交所	GRI	KPI	關鍵績效指標	Unit 單位	FY2020	FY2021	FY2022
	2-6	Revenue	營業額	HK\$ million 百萬港元	56,751	70,164	98,938
	2-6	Core operating profit	主要經營溢利	HK\$ million 百萬港元	5,687	8,630	10,002
	2-6	POS <sup>3</sup>	零售點 <sup>3</sup>	Number 間	3,806	4,552	5,859
	2-6	Jewellery manufactured	產品生產量	Piece 件	7,501,488	8,912,159	13,207,122
	2.6	Total number of product suppliers	貨品供應商總數	Number 間	1,270	834	1,023
B5.1		Product suppliers - Mainland China	貨品供應商總數 - 中國內地	Number 間	881	547	673
B5.1		Product suppliers - Hong Kong, China	貨品供應商總數 - 中國香港	Number 間	270	191	245
B5.1		Product suppliers - Other regions	貨品供應商總數 - 其他地區	Number 間	119	96	105
B5.1		Other suppliers	非貨品供應商總數	Number 間	4,723	4,011	4,744
B5.1		Other suppliers - Mainland China	非貨品供應商總數 - 中國內地	Number 間	3,481	2,992	3,640
B5.1		Other suppliers - Hong Kong, China	非貨品供應商總數 - 中國香港	Number 間	1,100	628	697
B5.1		Other suppliers - Other regions	非貨品供應商總數 - 其他地區	Number 間	142	391	407
		Number of instances of non-compliance with relevant laws and regulations	違反相關法律與規例的事件數量	Number 數量	0	0	0
A1 GD b.		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	Number 數量	0	0	0
B1 GD b.		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	Number 數量	0	0	0
B2 GD b.		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	Number 數量	0	0	0
B4 GD b.		Relating to preventing child and forced labour	有關防止童工或強制勞工	Number 數量	0	0	0
B6 GD b.		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	Number 數量	0	0	0
B7 GD b.		Relating to bribery, extortion, fraud and money laundering	有關防止賄賂、勒索、欺詐及洗黑錢	Number 數量	0	0	0
B6.2		Number of customer privacy related complaints received	接獲投訴數目 - 與客戶私隱有關	Case 個案	0	0	0
B7.1		Number of concluded legal cases regarding corrupt practices brought against the Company or its employees	因公司或其員工貪污並已審結的法律訴訟次數	Case 個案	0	0	0
B6.4		Inspection pass rate - in-house products	檢驗合格率 - 自產貨品	Piece 件	99.50%	98.48%	99.60%

<sup>3</sup> Number of POS includes POS in the Mainland, Hong Kong & Macau of China.  
零售點數目包括中國內地、中國香港及中國澳門的零售點。

HKEX 聯交所	GRI	KPI	關鍵績效指標	Unit 單位	FY2020	FY2021	FY2022
B6.4		Inspection pass rate – outsourced products	檢驗合格率 - 外館貨品	Piece 件	97.81%	96.38%	98.0%
B6.1		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數量	Piece 件	0	0	0
B6.2		Number of product health and safety related complaints received	接獲投訴數目 - 與產品健康和 safety 有關	Case 個案	12	12	14
<b>Air emissions - Production<sup>1</sup></b>			<b>來自生產的廢氣排放<sup>1</sup></b>				
A1.1	305-7	NO <sub>x</sub>	氮氧化物	Tonne 公噸	2.19	0.12	0.42
A1.1	305-7	SO <sub>x</sub>	硫氧化物	Tonne 公噸	0.46	0.17	0.28
A1.1	305-7	Dust	粉塵	Tonne 公噸	1.07	2.66	3.79
A1.1	305-7	Fluoride	氟化物	Tonne 公噸	0.02	0.07	0.01
A1.1	305-7	Non-methane hydrocarbon	非甲烷總烴	Tonne 公噸	4.04	5.04	4.12
A1.1	305-7	Lead and other compounds	鉛及其他化合物	Tonne 公噸	0.002	0.0004	0.002
A1.1	305-7	VOCs	VOCs	Tonne 公噸	2.86	0.22	0.57
A1.1	305-7	Hydrogen cyanide	氰化氫	Tonne 公噸	0.004	0.00	0.00
A1.1	305-7	Hydrogen chloride	氯化氫	Tonne 公噸	0.75	1.53	3.09
A1.1	305-7	Ammonia	氨	Tonne 公噸	0.02	0.09	0.14
<b>Air emissions from vehicles</b>			<b>來自車輛的廢氣排放</b>				
A1.1	305-7	NO <sub>x</sub>	氮氧化物	Tonne 公噸	0.18	0.20	0.37
A1.1	305-7	SO <sub>x</sub>	硫氧化物	Tonne 公噸	0.006	0.006	0.004
A1.1	305-7	PM	懸浮粒子	Tonne 公噸	0.012	0.016	0.024
<b>GHG emissions<sup>2</sup></b>			<b>溫室氣體排放<sup>2</sup></b>				
		Total GHG emissions	溫室氣體排放總量	Tonne CO <sub>2</sub> e 公噸二氧化碳當量	59,028	54,037	61,244
		GHG emissions - Production	生產溫室氣體排放總量	Tonne CO <sub>2</sub> e 公噸二氧化碳當量	19,738	18,330	20,529
		GHG emissions - Office	辦公室溫室氣體排放總量	Tonne CO <sub>2</sub> e 公噸二氧化碳當量	8,319	7,407	7,152
		GHG emissions - POS	零售點溫室氣體排放總量	Tonne CO <sub>2</sub> e 公噸二氧化碳當量	30,971	28,301	33,563
A1.2	305-1	Scope 1 direct emissions	範圍一直接排放	Tonne CO <sub>2</sub> e 公噸二氧化碳當量	1,561	1,743	1,449
		GHG removal (Scope 1)	溫室氣體減除量	Tonne CO <sub>2</sub> e 公噸二氧化碳當量	/	/	28
A1.2	305-2	Scope 2 indirect emissions	範圍二間接排放	Tonne CO <sub>2</sub> e 公噸二氧化碳當量	56,642	51,577	59,007
	305-3	Scope 3 other indirect emissions	範圍三其他間接排放	Tonne CO <sub>2</sub> e 公噸二氧化碳當量	825	717	816
A1.2	305-4	GHG intensity - Group	集團溫室氣體排放密度	Tonne CO <sub>2</sub> e/ HK\$1 million revenue 公噸二氧化碳當量/ 每百萬港元營業額	1.04	0.77	0.62
A1.2		GHG Intensity - Production	生產溫室氣體密度	Tonne CO <sub>2</sub> e/ product manufactured 公噸二氧化碳當量/ 每件已生產貨品	2.63	2.06	1.55

<sup>1</sup> This data includes air emissions from our production hubs, calculated from regular air sample tests  
 這些數據，僅限於生產基地的廢氣排放，並根據常規空氣樣本測試的結果數據計算

<sup>2</sup> Refer to notes on calculation methodologies  
 請參閱計算方法備註



HKEX 聯交所	GRI	KPI	關鍵績效指標	Unit 單位	FY2020	FY2021	FY2022
<b>Energy use<sup>4</sup> 能源消耗<sup>4</sup></b>							
		Total energy consumption	能源消耗總量	GJ 千兆焦耳	373,198	370,827	414,370
A2.1	302-1	Direct energy consumption (renewables)	直接能源消耗 - 可再生能源	GJ 千兆焦耳	563	2,667	2,223
A2.1	302-2	Indirect energy consumption (purchased electricity) - Group	間接能源消耗 - 集團所購電力	GJ 千兆焦耳	351,003	343,810	388,950
A2.1	302-2	Indirect energy consumption (purchased electricity) - Production	間接能源消耗 - 生產所購電力	GJ 千兆焦耳	121,252	118,502	133,486
A2.1	302-1	Direct energy consumption (fuels)	直接能量消耗 - 燃料	GJ 千兆焦耳	21,632	24,350	23,197
A2.1	302-3	Energy intensity - Group	集團能源密度	GJ/ HK\$1 million revenue 千兆焦耳/ 每百萬港元營業額	6.58	5.29	4.19
A2.1	302-3	Purchased electricity intensity - Production	生產所購電力密度	GJ/ product manufactured 千兆焦耳/ 每件已生產貨品	0.02	0.01	0.01
<b>Water and Effluents 用水及廢水</b>							
A2.2	303-3	Water withdrawal from municipal water supply <sup>5</sup>	市政用水取用量 <sup>5</sup>	m <sup>3</sup> 立方米	486,904	475,643	529,415
		Water withdrawal - Production	生產用水取用量	m <sup>3</sup> 立方米	347,061	328,118	364,510
A2.2		Water intensity - Group	集團用水密度	m <sup>3</sup> / HK\$1 million revenue 立方米/ 每百萬港元營業額	8.58	6.78	5.35
		Water intensity - Production	生產用水密度	m <sup>3</sup> / product manufactured 立方米/ 每件已生產貨品	0.046	0.037	0.028
		Wastewater discharge - Production	來自生產過程的廢水排放	m <sup>3</sup> 立方米	296,127	250,730	319,007
		Domestic waste water	生活廢水產生	m <sup>3</sup> 立方米	247,204	163,772	204,209
		Industrial waste water	工業廢水產生	m <sup>3</sup> 立方米	48,923	86,958	114,798
		Wastewater intensity - Production	生產廢水密度	m <sup>3</sup> / product manufactured 立方米/ 每件已生產貨品	0.039	0.028	0.024

<sup>4</sup> Refer to notes on calculation methodologies  
請參閱計算方法備註

<sup>5</sup> Refer to notes on calculation methodologies  
請參閱計算方法備註

HKEX 聯交所	GRI	KPI	關鍵績效指標	Unit 單位	FY2020	FY2021	FY2022
<b>Hazardous waste<sup>6</sup></b>			<b>有害廢棄物<sup>6</sup></b>				
A1.3	306-3	Total hazardous waste – Production	來自生產過程的有害廢棄物	Tonne 公噸	280	247	265
	306-3	HW06	HW06	Tonne 公噸	9.51	13.25	13.15
	306-3	HW08	HW08	Tonne 公噸	9.36	4.61	15.11
	306-3	HW09	HW09	Tonne 公噸	1.00	0.15	0.55
	306-3	HW17	HW17	Tonne 公噸	94.63	33.16	27.58
	306-3	HW22	HW22	Tonne 公噸	9.20	32.87	18.14
	306-3	HW31	HW31	Tonne 公噸	12.35	6.51	11.23
	306-3	HW33	HW33	Tonne 公噸	12.65	10.20	14.48
	306-3	HW34	HW34	Tonne 公噸	49.98	66.56	64.28
	306-3	HW35	HW35	Tonne 公噸	15.07	36.63	51.40
	306-3	HW49	HW49	Tonne 公噸	66.12	43.22	48.80
A1.3		Hazardous waste intensity	來自生產過程的有害廢棄物密度	g/ product manufactured 克 / 每件已生產貨品	37	28	20
<b>Non-hazardous waste</b>			<b>一般廢棄物</b>				
A1.4	306-3	General waste – Production	來自生產過程的一般廢棄物	Tonne 公噸	750	756	854
	306-3	General waste/ Domestic waste (mixed/ living)	一般廢物 - 生活垃圾	kg 公斤	573	559	601
	306-3	General waste/ Domestic waste (non-hazardous)	一般廢物 - 非危險固體生產廢物	kg 公斤	177	197	253
A1.4		General waste intensity - Production	來自生產過程的一般廢棄物密度	g/ product manufactured 克 / 每件已生產貨品	100	85	65
		Paper recycled	紙張回收量	Tonne 公噸	33	57	76
		Toner recycled	碳粉盒回收量	Piece 個	1,405	1,473	1,852
<b>Packaging material for finished products<sup>7</sup></b>			<b>製成品包裝物料<sup>7</sup></b>				
A2.5	301-1	Packaging material	包裝物料用量	Tonne 公噸	431	443	704
	301-1	CTF paper bag	周大福紙袋	Tonne 公噸	399	410	635
	301-1	Gift bag	禮封	Tonne 公噸	32	34	69
A2.5		Packaging material intensity	包裝物料密度	kg/ HK\$1 million revenue 公斤 / 每百萬港元營業額	7.6	6.3	7.1

<sup>6</sup> Hazardous waste includes emulsions, mineral oil, inorganic cyanide, acid, alkali, surface treatment waste, lead and other compounds, wasted organic solvent, copper and other waste.  
有害廢棄物包括廢乳化液、礦物油、無機氰化物廢物、廢酸、廢鹼、表面處理廢物、含鉛廢物、廢有機溶劑、含銅廢物及其他廢物。

<sup>7</sup> Data on packaging material includes paper bags and envelopes of select brands and include consumption by franchised POS.  
包裝物料數據僅限於特定品牌的紙袋及禮封，並包括加盟零售點的消耗量。

HKEX 聯交所	GRI	KPI	關鍵績效指標	Unit 單位	FY2020	FY2021	FY2022
<b>Materials</b>			<b>物料使用</b>				
	301-1	Wax	生產用蠟	Tonne 公噸	7	7	8
	301-1	Plastic packaging	生產用塑膠包裝	Tonne 公噸	16	25	44
	301-1	Paper wrap used at diamond production	鑽石生產用包裝紙	Tonne 公噸	4	3	7
	301-1	Paper	紙張使用量	Tonne 公噸	107	88	101
	301-1	Toner	碳粉盒使用量	Piece 個	13,238	9,602	12,719
<b>Workforce<sup>8</sup></b>			<b>員工<sup>8</sup></b>				
B1.1	2.7	Total number of employees	員工總數	Number 人數	29,407	27,722	28,431
B1.1	2.7	Gender - Female	性別 - 女	Number 人數	23,365	21,866	22,181
B1.1	2.7	Gender - Male	性別 - 男	Number 人數	6,042	5,856	6,250
B1.1		Age - < 30	年齡 - < 30	Number 人數	8,874	6,935	6,748
B1.1		Age - 30-50	年齡 - 30-50	Number 人數	19,696	19,894	20,716
B1.1		Age - > 50	年齡 - >50	Number 人數	837	893	967
B1.1	2.7	Location - Hong Kong & Macau of China	地域 - 中國香港及中國澳門	Number 人數	3,319	3,063	3,030
B1.1	2.7	Location - Mainland China	地域 - 中國內地	Number 人數	26,088	24,659	25,401
B1.1		Function - Production	功能 - 生產	Number 人數	4,840	4,741	5,140
B1.1		Function - POS	功能 - 零售點	Number 人數	18,421	16,979	16,642
B1.1		Function - Office	功能 - 辦公室	Number 人數	6,146	6,002	6,649
B1.1		Contract type - Full time	合同 - 全職	Number 人數	/	27,706	28,419
B1.1		Contract type - Part time	合同 - 兼職	Number 人數	/	16	12

<sup>8</sup> Employee headcount reflects persons in direct employment relationship with the Group's core and material business units in Mainland China, Hong Kong & Macau of China  
 員工人數僅限於集團在中國內地、中國香港和中國澳門的核心及重要業務單位



HKEX 聯交所	GRI	KPI	關鍵績效指標	Unit 單位	FY2020	FY2021	FY2022
<b>Employee turnover<sup>9</sup> 員工流失<sup>9</sup></b>							
B1.2		Total employee turnover	員工流失總數	Number 人數	7,045	5,891	6,761
B1.2		Employee turnover rate	員工流失率	%	24%	21%	24%
B1.2		Gender - Female	性別 - 女	%	23%	20%	23%
B1.2		Gender - Male	性別 - 男	%	26%	24%	28%
B1.2		Age - < 30	年齡 - < 30	%	41%	36%	48%
B1.2		Age - 30-50	年齡 - 30-50	%	15%	14%	16%
B1.2		Age - > 50	年齡 - >50	%	19%	25%	24%
B1.2		Location - Hong Kong & Macau of China	地域 - 中國香港及中國澳門	%	11%	12%	15%
B1.2		Location - Mainland China	地域 - 中國內地	%	25%	39%	25%
B1.2		Function - Production	功能 - 生產	%	24%	22%	22%
B1.2		Function - POS	功能 - 零售點	%	24%	19%	23%
B1.2		Function - Office	功能 - 辦公室	%	23%	24%	29%
<b>Occupational Health and Safety 職業健康與安全</b>							
B2.1		Fatalities	工作相關的死亡	Number 人數	0	0	0
B2.2		Lost days due to work injuries	因工傷而損失的日數	Number 日數	2,171	3,204	1,680
		Work injury cases	工傷個案	Number 宗數	70	97	72
		Injury rate per 1,000 employees	每1,000名員工的受傷率	Rate 比率	2.4	3.5	2.5
<b>Training and development 培訓與發展</b>							
		Total training hours	總培訓時數	Hour 小時	1,928,249	1,617,403	1,808,526
B3.1		Percentage of employees trained	員工受訓比率	%	/	/	94%
B3.1		Gender - Female	性別 - 女	%	/	/	80%
B3.1		Gender - Male	性別 - 男	%	/	/	20%
B3.1		Function - Production	功能 - 生產	%	/	/	18%
B3.1		Function - POS	功能 - 零售點	%	/	/	63%
		Function - Office	功能 - 辦公室	%	/	/	19%
B3.2	404-3	Average training hours per employee	每位員工的平均培訓時數	Hour 小時	66	57	64
B3.2	404-3	Gender - Female	性別 - 女	Hour 小時	/	63	75
B3.2	404-3	Gender - Male	性別 - 男	Hour 小時	/	31	24
B3.2	404-3	Function - Production	功能 - 生產	Hour 小時	/	12	16
B3.2	404-3	Function - POS	功能 - 零售點	Hour 小時	/	82	98
		Function - Office	功能 - 辦公室	Hour 小時	/	18	14

<sup>9</sup> Employee turnover reflects employees leaving employment with the Group's core and material business units in Mainland China, Hong Kong & Macau of China  
 員工流失數據僅限於集團在中國內地、中國香港和中國澳門的核心及重要業務單位

HKEX 聯交所	GRI	KPI	關鍵績效指標	Unit 單位	FY2020	FY2021	FY2022
Community Engagement			社區參與				
		Employee volunteer participants	員工義工參與	Number 人次	6,837	2,378	8,804
		Non-employee volunteer participants	非員工義工參與	Number 人次	7,320	143	611
B8.2		Total volunteer service hours	義工服務總時數	Hour 小時	25,100	5,810	18,738
B8.2	201-1	Donations	捐款	HK\$ 1 million 百萬港元	20.1	11.3	54.8
Craftsmanship, Innovation & Technology			傳承創新				
		Participants in mass engagement activities	大型參與活動 參與人數	Number 人次	2,039,351	954,089	1,180,377
		Participants in in-depth experiential programmes	深度體驗計劃 參與人數	Number 人次	15,452	14,167	6,326
		Hours of in-depth experiential programmes	深度體驗計劃時數	Hour 小時	84,019	45,215	13,520

**Notes on calculation methodologies 計算方法備註：**

- a) Global warming potential values used for the calculation of GHG are from IPCC Fifth Assessment Report (AR5) (i.e. CH<sub>4</sub>: 28; N<sub>2</sub>O: 265).  
用於計算溫室氣體的全球升溫潛能值來自《IPCC第五次評估報告》(即CH<sub>4</sub>: 28; N<sub>2</sub>O: 265)。
- b) FY2022 Scope 1 emissions are direct GHG emissions from stationary and mobile sources that are owned or controlled by the Group. GHG emissions from the combustion of diesel, unleaded petrol, towngas, and LPG are calculated based on Guidelines to Account for and Report on Greenhouse Gas Emissions and Removals for Buildings (Commercial, Residential or Institutional Purposes) in Hong Kong. Emissions from combustion of piped natural gas, piped coal gas and naphtha are calculated based on the UK Government's Greenhouse Gas Reporting: Conversion Factors 2021. Emissions from combustion of Acetylene is calculated based on the Carbon Audit Toolkit for Small and Medium Enterprises in Hong Kong.  
2022財年範圍一的排放，是由本集團擁有或控制的固定及移動源的直接溫室氣體排放。柴油、無鉛汽油、煤氣及液化石油氣燃燒所產生的溫室氣體排放，乃根據《香港建築物(商業、住宅或公共用途)的溫室氣體排放及減除核算及報告指引》計算出來。管道天然氣、管道煤氣及白電油燃燒所產生的排放量，是根據英國政府的《溫室氣體報告：轉換因子2021》(只有英文版)計算得出。燃燒乙炔氣所產生的排放量，則根據《香港中小企業碳審計計算工具》計算出來。
- c) Added GHG removal (scope 1) in FY2022 indicating GHG removal from planted trees.  
2022財年增加因種植樹木而導致的範圍一溫室氣體減除量。
- d) FY2022 Scope 2 emissions are indirect GHG emissions from purchased or acquired electricity and towngas consumed by the Group, and are calculated using default factors provided by electricity providers in Hong Kong & Macau of China, Power Assets (0.71 CO<sub>2</sub>e kg/ kWh), CLP (0.37 CO<sub>2</sub>e kg/ kWh), CEM (0.82CO<sub>2</sub>e kg/ kWh) and The Hong Kong and China Gas Company Limited (0.592CO<sub>2</sub>e kg/ unit). GHG emissions from electricity purchased in Mainland China in this report are calculated using Mainland China grid emission factor in 2020 Baseline Emission Factors for Regional Power Grids in China (simplified Chinese only) [CM method: 50/ 50 average of OM & BM].  
2022財年範圍二的排放，是本集團消耗購買或獲得的電力及煤氣，產生的間接溫室氣體排放，並根據中國香港及中國澳門電力供應商提供的相關因子計算，電能(0.71公斤二氧化碳當量/ 千瓦時)、中華電力(0.37公斤二氧化碳當量/ 千瓦時)、澳電(0.82公斤二氧化碳當量/ 千瓦時)和香港中華煤氣(0.592公斤二氧化碳當量/ 單位)。本報告於中國內地購買電力的溫室氣體排放量，則根據2020年度減排項目中國區域電網基準線排放因子計算(使用OM和BM 50/ 50 平均值的CM方法)。
- e) FY2022 Scope 3 emissions are other indirect GHG emissions, not included in Scope 2 emissions. This calculation includes GHG emissions from electricity used for fresh water and sewage processing and methane gas generation at landfill due to disposal of paper waste based on Guidelines to Account for and Report on Greenhouse Gas Emissions and Removals for Buildings (Commercial, Residential or Institutional Purposes) in Hong Kong. The scope of methane gas generation at landfill due to disposal of paper waste is expanded in FY2020 to include invoice paper.  
2022財年範圍三的排放，是不包括於範圍二的間接排放。用於處理淡水和污水的電所產生的溫室氣體排放量，以及因處理廢紙而在垃圾堆填區所產生的甲烷氣體，乃根據《香港建築物(商業、住宅或公共用途)的溫室氣體排放及減除核算及報告指引》計算出來。2020財年因處理廢紙而在垃圾堆填區所產生的甲烷氣體的範圍擴大到發票用紙。
- f) Energy conversion factors used for diesel, petrol, piped natural gas, piped coal gas, naphtha and LPG are from CDP Technical Note: Conversion of fuel data to MWh. Energy consumption of towngas has been calculated based on the formula provided by The Hong Kong and China Gas Company Limited. Energy conversion factors for acetylene have been sourced from Country Specific Net Calorific Values and CO<sub>2</sub> Emission Factors for use in the Annual Installation Emissions Report-2021.  
用於柴油、汽油、管道天然氣、管道煤氣、白電油及液化石油氣的能源轉換因子，來自《CDP有關燃料數據轉換為MWh的技術說明》(只有英文版)。煤氣的能源消耗，是根據香港中華煤氣有限公司提供的公式計算。用於乙炔的能源轉換因子，來自《年度安裝排放報告用的國家特定淨熱值及二氧化碳排放因子2021》(只有英文版)。
- g) 1 GJ 千兆焦耳 = 277.778 kWh 千瓦時
- h) 100% of water withdrawal is freshwater from municipal sources (i.e. third-party water.) Data on water withdrawal is collected from direct meter readings supplemented by billing records from municipal water service providers. According to our analysis referencing the WRI Aqueduct database, the Group's water withdrawal from areas with water stress is negligible. None of our production hubs or offices are located in areas experiencing high water stress.  
100%從市政食水水源(即第三方水)取水。取水數據從水錶的記錄直接收集，並輔以市政供水服務商應商的收費記錄。我們參考世界資源研究所水道數據庫的分析，集團從缺水地區的取水量是微不足道。我們的生產基地或辦公室，均沒有位於水資源壓力高的地區。
- i) Packaging material and intensity of FY2020 has been adjusted to reflect actual usage more accurately.  
2020財年的包裝物料用量及密度經調整，以更準確反映實際用量。
- j) The workforce data is reported using relevant data as of end of the Reporting Period. For turnover rate and average training hours per employee, the data are calculated based on the average number of employees across the reporting period.  
員工總數根據截至匯報期間年末的數據披露，而員工流失率及培訓數據根據匯報期內的平均員工人數計算。
- k) Core operating profit, a non-IFRS measure, being the aggregate of gross profit and other income, less selling and distribution costs, general and administrative expenses and unrealised loss (gain) on gold loans, which the Company believes is useful in gaining a more complete understanding of its operational performance and the underlying trend of its businesses.  
主要經營溢利(並非按國際財務報告準則計算)，指毛利及其他收益的合計，減銷售及分銷成本、一般及行政開支以及黃金借貸的未變現虧損(收益)，本公司相信此等數據有助更透徹了解其經營表現及業務的實際趨勢。

# Stakeholder Engagement & Materiality Assessment

## 持份者參與及重要性評估

Stakeholder engagement is a continuous and evolving process that helps us to stay ahead of challenges and opportunities. We engage with diverse stakeholder groups to gain insights into their expectations and concerns via various channels, including but not limited to Chow Tai Fook Club newsletter, member activities, employee surveys as well as interviews and surveys with customers, employees, business partners, industry associations, investors, media, NGOs and other stakeholders.

We completed our first comprehensive materiality assessment for the purpose of sustainability reporting in FY2019 and updated our list of material issues in FY2021 to ensure alignment with industry trends. In FY2022, we deepened our engagement with representatives of the new Board-level Sustainability Committee, revisited with core suppliers and sought advice from sustainable finance practitioners however the outcomes of this engagement exercise has not impacted the findings of our earlier materiality assessment.

持份者參與為延續不斷的發展過程，能協助我們在挑戰和機遇前著先機。我們透過多個途徑，與不同的持份者組別聯繫，以了解他們的期望和關注，包括但不限於周大福會員通訊、會員活動、員工調查，以及對顧客、員工、業務合作夥伴、行業協會、投資者、媒體、非牟利團體和其他持份者的訪談和問卷調查。

我們於2019財年，首次完成針對可持續發展報告的全面重要性評估，並於2021財年修訂重要性議題，以確保符合行業趨勢。我們於2022財年則加強與新成立董事會級別的可持續發展委員會代表的溝通，再次與重點供應商訪談，並徵詢可持續金融從業者的建議，但這種連繫活動的結果，並未影響我們以前的重要性評估結果。

### Highlights of stakeholder engagement activities since FY2019 開始的持份者參與活動摘要

FY2019	FY2020	FY2021	FY2022
Internal stakeholders 內部持份者	External stakeholders 外部持份者	Internal and external stakeholders 內外部持份者	Senior management and external stakeholders 內部高層及外部持份者
Middle to senior managers from six departments shared their views and expectations on development of the Group's Sustainability Strategy 六位部門的中高層管理人員分享對集團可持續發展策略發展的見解和期望	Ten industry and sustainability practitioners commented on the Group Sustainability Strategy and four guiding principles 十位行業和可持續發展從業者評價集團可持續發展策略和四大運營守則	We expanded our engagement to franchisees as well as experienced and millennial colleagues to evaluate their understanding of the Group Sustainability Strategy and impact on their daily work 我們將參與範圍擴展至加盟商，以及資深與千禧同事，評估他們對集團可持續發展策略的理解，以及對他們日常工作的影響	Deeper engagement with our new Board-level Sustainability Committee, revisiting core suppliers and seeking advice from sustainable finance practitioners 與新董事會級可持續發展委員會展開深入訪談，再次訪問重點供應商，並尋求可持續金融從業者的建議

Our stakeholder engagement activities help us to gather useful insights that inform our approach to sustainable development.  
持份者參與活動，有助我們收集有用的見解，為可持續發展方針提供指引。

Key Stakeholder Groups and ongoing engagement methods/ areas of interest 主要持份者組別和恒常參與渠道/ 關注範疇

Stakeholders 持份者	Key engagement methods 主要參與渠道	Key areas of interest/ concern 主要利益/ 關注範疇
Customers 顧客	<ul style="list-style-type: none"> <li>CTF Club newsletter and membership activities</li> <li>Social media</li> <li>Customer hotlines and enquiry mailbox</li> <li>周大福會員通訊及活動</li> <li>社交媒體</li> <li>顧客熱線及查詢郵箱</li> </ul>	<ul style="list-style-type: none"> <li>Quality control on products</li> <li>Quality customer service</li> <li>Customer privacy</li> <li>Ethically responsible sourcing</li> <li>產品品質監控</li> <li>優質的顧客服務</li> <li>顧客私隱</li> <li>道德與責任採購</li> </ul>
Employees 員工	<ul style="list-style-type: none"> <li>Sustainability focus groups and surveys</li> <li>Staff satisfaction survey</li> <li>Staff grievance mailbox</li> <li>"Listen to Your Hearts" engagement programme</li> <li>可持續發展焦點小組及問卷調查</li> <li>員工滿意度調查</li> <li>員工申訴郵箱</li> <li>「聆聽心聲」連繫活動</li> </ul>	<ul style="list-style-type: none"> <li>Employee remuneration, benefits and wellbeing</li> <li>Training and career development</li> <li>Ethical business practices</li> <li>Craftsmanship preservation and innovation</li> <li>Occupational health and safety</li> <li>員工薪酬、福利及身心健康</li> <li>培訓及職業發展</li> <li>營商操守</li> <li>工藝傳承及創新</li> <li>職業健康及安全</li> </ul>
Business partners 業務夥伴	<ul style="list-style-type: none"> <li>Sustainability interviews and surveys</li> <li>Business meetings</li> <li>Group website</li> <li>可持續發展訪談及問卷調查</li> <li>業務會議</li> <li>集團網站</li> </ul>	<ul style="list-style-type: none"> <li>Ethical business practices</li> <li>Quality control on products</li> <li>Data protection</li> <li>營商操守</li> <li>產品品質控制</li> <li>數據安全保障</li> </ul>
Industry associations 行業協會	<ul style="list-style-type: none"> <li>Sustainability interviews and surveys</li> <li>Industry association activities and conferences</li> <li>Group website</li> <li>可持續發展訪談及問卷調查</li> <li>商會活動及研討會</li> <li>集團網站</li> </ul>	<ul style="list-style-type: none"> <li>Corporate value and ethical business practices</li> <li>Customer care</li> <li>Resource efficiency and carbon reduction</li> <li>企業價值及營商操守</li> <li>顧客服務</li> <li>資源效益及減碳</li> </ul>
Investors 投資者	<ul style="list-style-type: none"> <li>Sustainability interviews and surveys</li> <li>Analyst results conferences/ live webcasts</li> <li>Investor meetings and luncheons</li> <li>Non-deal roadshows</li> <li>Group website</li> <li>Company announcements and circulars</li> <li>Annual General Meeting</li> <li>Investor Relations e-mailbox</li> <li>可持續發展訪談及問卷調查</li> <li>分析員發佈會/ 即時網上簡佈會</li> <li>投資者會議及午餐會議</li> <li>非交易路演</li> <li>集團網站</li> <li>公司公告及通函</li> <li>股東週年大會</li> <li>投資者關係電子郵箱</li> </ul>	<ul style="list-style-type: none"> <li>Business development, strategies and prospects</li> <li>Branding and reputation</li> <li>Corporate governance</li> <li>Ethical business practices</li> <li>Talent attraction and retention</li> <li>Resource efficiency</li> <li>業務發展、策略及前景</li> <li>品牌及聲譽</li> <li>企業管治</li> <li>營商操守</li> <li>吸引及留住人才</li> <li>資源效益</li> </ul>
Media 傳媒	<ul style="list-style-type: none"> <li>Media interviews and luncheons</li> <li>Press conferences/ live webcasts</li> <li>Company announcements and circulars</li> <li>Press releases</li> <li>Group website</li> <li>Media e-mailbox</li> <li>傳媒訪問及午餐會</li> <li>新聞發佈會/ 即時網上簡佈會</li> <li>公司公告及通函</li> <li>新聞稿</li> <li>集團網站</li> <li>傳媒電子郵箱</li> </ul>	<ul style="list-style-type: none"> <li>Business development, strategies and prospects</li> <li>Corporate governance</li> <li>Quality products and customer service</li> <li>Community care</li> <li>業務發展、策略及前景</li> <li>企業管治</li> <li>優質產品和顧客服務</li> <li>社區關懷</li> </ul>
NGOs 非牟利團體	<ul style="list-style-type: none"> <li>Sustainability interviews and surveys</li> <li>Community and NGO activities</li> <li>可持續發展訪談及問卷調查</li> <li>社區和慈善團體活動</li> </ul>	<ul style="list-style-type: none"> <li>Corporate value and ethical business practices</li> <li>Employee wellbeing and diversity</li> <li>Carbon reduction</li> <li>Community care</li> <li>企業價值及營商操守</li> <li>員工身心健康及多元共融</li> <li>減碳</li> <li>社區關懷</li> </ul>



We reflect on the views of our key stakeholder groups, industry trends and leading international ESG frameworks to identify and address sustainability issues that matter the most to Chow Tai Fook as summarised in the following graphic, which has been reproduced here from materiality assessment conducted in FY2021.

我們反思主要持份者組別的觀點、行業趨勢和領先的國際可持續發展框架，以識別和解決對周大福最重要的可持續發展議題，根據於2021財年進行的重要性評估（如下圖）。

## Material Issues 重要議題



Materiality results with 1 being the most important and 5 being the least important.  
重要性評估結果，1表示最重要，5表示最不重要。

# Sustainability Awards and Recognitions

## 可持續發展獎項及嘉許

### Sustainability Indices 可持續發展指數

- Hang Seng Corporate Sustainability Index Series
- Hang Seng Corporate Sustainability Benchmark Index
  - Hang Seng Corporate Sustainability Index
  - Hang Seng ESG 50 Index

- 恒生可持續發展企業指數系列
- 恒生可持續發展企業基準指數
  - 恒生可持續發展企業指數
  - 恒生ESG50指數

Hang Seng Indexes Company Limited  
恒生指數有限公司

### Governance 管治

- Institutional Investor 2021 All-Asia Executive Team Rankings – Rest of Asia – Consumer/ Discretionary
- Most Honoured Company – 1<sup>st</sup> place
  - Best CEO – Combined – Kent Wong – 1<sup>st</sup> place
  - Best CFO – Combined – Hamilton Cheng – 1<sup>st</sup> place
  - Best IR Professional – Combined – Danita On – 2<sup>nd</sup> place
  - Best IR Program – Combined – 2<sup>nd</sup> place
  - Best ESG – Combined – 2<sup>nd</sup> place

- Institutional Investor 2021年度All-Asia Executive Team排行榜 – 亞洲其他地區（除中國大陸）– 非必需消費品類別
- 最受尊崇公司 – 第一名
  - 最佳行政總裁 – 綜合 – 黃紹基 – 第一名
  - 最佳首席財務總監 – 綜合 – 鄭炳熙 – 第一名
  - 最佳投資者關係專員 – 綜合 – 安殷霖 – 第二名
  - 最佳投資者關係計劃 – 綜合 – 第二名
  - 最佳環境、社會及管治 – 綜合 – 第二名

Institutional Investor

- 11<sup>th</sup> Asian Excellence Award 2021
- Asia's Best CEO (Investor Relations) – Kent Wong
  - Asia's Best CFO (Investor Relations) – Hamilton Cheng
  - Best Investor Relations Professional – Danita On
  - Asia's Best CSR
  - Best Investor Relations Company

- 第十一屆亞洲卓越大獎2021
- 亞洲最佳行政總裁（投資者關係）– 黃紹基
  - 亞洲最佳首席財務總監（投資者關係）– 鄭炳熙
  - 最佳投資者關係專員 – 安殷霖
  - 亞洲最佳社會責任企業
  - 最佳投資者關係企業

Corporate Governance Asia

- 2021 Asia-Pacific Stevie® Awards
- Award for Innovation in Annual Reports – Bronze
- 2021亞洲 – 太平洋史蒂夫®獎
- 年度報告創新獎 – 銅獎

Stevie Awards Inc.

Governance 管治	
<p>ARC Awards 2021</p> <ul style="list-style-type: none"> <li>• Bronze Award (Traditional Annual Report: Jewelry)</li> <li>• Bronze Award (PDF Version of Annual Report: Sustainability Report: Hong Kong)</li> </ul> <p>ARC大獎2021</p> <ul style="list-style-type: none"> <li>• 銅獎 (傳統年報: 珠寶)</li> <li>• 銅獎 (PDF版年報: 可持續發展報告: 香港)</li> </ul>	MerComm, Inc.
<p>LACP 2020 Vision Awards Annual Report Competition</p> <ul style="list-style-type: none"> <li>• Gold Award</li> <li>• Top 50 Chinese Reports</li> <li>• Top 80 Reports (Asia-Pacific Region)</li> <li>• Technical Achievement Award</li> </ul> <p>LACP 2020視覺獎年報大賽</p> <ul style="list-style-type: none"> <li>• 金獎</li> <li>• 最佳50本中文報告</li> <li>• 亞太地區最佳80本報告</li> <li>• 技術成就獎</li> </ul>	<p>League of American Communications Professionals LLC</p> <p>美國通訊聯盟</p>
<p>LACP 2020 Vision Awards Sustainability Report Competition</p> <ul style="list-style-type: none"> <li>• Gold Award</li> <li>• Top 50 Chinese Reports</li> <li>• Top 80 Reports (Asia-Pacific Region)</li> <li>• Technical Achievement Award</li> </ul> <p>LACP 2020視覺獎可持續發展報告大賽</p> <ul style="list-style-type: none"> <li>• 金獎</li> <li>• 最佳50本中文報告</li> <li>• 亞太地區最佳80本報告</li> <li>• 技術成就獎</li> </ul>	<p>League of American Communications Professionals LLC</p> <p>美國通訊聯盟</p>
<p>The International Annual Report Design Awards 2021</p> <ul style="list-style-type: none"> <li>• Silver Award (Retail – Integrated Presentation: Annual Report)</li> <li>• Bronze Award (Overall Presentation: Sustainability Report)</li> </ul> <p>2021國際年報設計大獎</p> <ul style="list-style-type: none"> <li>• 銀獎 (零售業務 – 綜合演示: 年報)</li> <li>• 銅獎 (綜合演示: 可持續發展報告)</li> </ul>	IADA International Limited
<p>Best Corporate Governance and ESG Awards 2021</p> <ul style="list-style-type: none"> <li>• Corporate Governance Awards – Non-Hang Seng Index (Large Market Capitalization) Category</li> </ul> <p>最佳企業管治及ESG大獎2021</p> <ul style="list-style-type: none"> <li>• 企業管治獎 – 非恒指成份股公司 (大市值) 組別</li> </ul>	<p>The Hong Kong Institute of Certified Public Accountants</p> <p>香港會計師公會</p>
<p>2021 HKMA Best Annual Reports Awards</p> <ul style="list-style-type: none"> <li>• "General" Category – Honourable Mention</li> <li>• Best Environmental, Social and Governance Reporting Award (Retail)</li> </ul> <p>香港管理專業協會2021年最佳年報比賽</p> <ul style="list-style-type: none"> <li>• 「工商企業」類 – 優異年報</li> <li>• 最佳環境、社會及管治資料報告獎 (零售)</li> </ul>	<p>The Hong Kong Management Association</p> <p>香港管理專業協會</p>
<p>Hong Kong Sustainability Award 2020/ 21</p> <ul style="list-style-type: none"> <li>• Organization Award (Large Organizations Category) – Certificate of Excellence</li> </ul> <p>香港可持續發展獎2020/ 21</p> <ul style="list-style-type: none"> <li>• 機構獎項 (大機構組別) – 卓越獎</li> </ul>	<p>The Hong Kong Management Association</p> <p>香港管理專業協會</p>
<p>Listed Company Awards of Excellence 2021</p> <ul style="list-style-type: none"> <li>• Main Board (Large-Cap)</li> </ul> <p>上市公司卓越大獎2021</p> <ul style="list-style-type: none"> <li>• 主板 (大市值)</li> </ul>	<p>Hong Kong Economic Journal</p> <p>信報財經新聞</p>
<p>IR Magazine Awards – Greater China 2021</p> <ul style="list-style-type: none"> <li>• Certificate for Excellence in Investor Relations</li> </ul> <p>IR Magazine大獎 – 大中華區2021</p> <ul style="list-style-type: none"> <li>• 投資者關係卓越表現證書</li> </ul>	IR Magazine

## Governance 管治

<p>HKIRA 7<sup>th</sup> Investor Relations Awards</p> <ul style="list-style-type: none"> <li>• Certificate of Excellence</li> </ul> <p>第七屆香港投資者關係大獎</p> <ul style="list-style-type: none"> <li>• 卓越獎</li> </ul>	<p>Hong Kong Investor Relations Association (HKIRA)</p> <p>香港投資者關係協會</p>
<p>Consumer Caring Scheme 2020</p> <ul style="list-style-type: none"> <li>• Consumer Caring 5 Years+ Award</li> </ul> <p>貼心企業嘉許計劃2020</p> <ul style="list-style-type: none"> <li>• 貼心企業五年+賞</li> </ul>	<p>GS1 Hong Kong</p> <p>香港貨品編碼協會</p>
<p>SDG Achievement Awards Hong Kong 2021</p> <ul style="list-style-type: none"> <li>• Merit</li> </ul> <p>聯合國可持續發展目標香港成就獎2021</p> <ul style="list-style-type: none"> <li>• 優異表現</li> </ul>	<p>Green Council</p> <p>環保促進會</p>

## Social 社會

<p>Asia Recruitment Awards 2021</p> <ul style="list-style-type: none"> <li>• Best Graduate Recruitment Programme – Bronze</li> </ul> <p>亞洲招聘大獎2021</p> <ul style="list-style-type: none"> <li>• 最佳畢業生招聘計劃 – 銅獎</li> </ul>	<p>HumanResources Online</p>
<p>HKMA Award for Excellence in Training and Development 2021</p> <ul style="list-style-type: none"> <li>• Excellence in Future Talent Development – Special Award</li> </ul> <p>香港管理專業協會2021年最佳管理培訓及發展獎</p> <ul style="list-style-type: none"> <li>• 未來人才發展特別獎</li> </ul>	<p>The Hong Kong Management Association</p> <p>香港管理專業協會</p>
<p>SportsHour Company Scheme</p> <p>企業「一」起動嘉許計劃</p>	<p>Inspiring HK Sports Foundation</p> <p>凝動香港體育基金</p>

## Environment 環境

<p>WWF Hong Kong: Low Carbon Manufacturing Programme</p> <ul style="list-style-type: none"> <li>• Platinum Label</li> </ul> <p>世界自然基金會香港分會：低碳製造計劃</p> <ul style="list-style-type: none"> <li>• 白金標籤</li> </ul>	<p>WWF Hong Kong</p> <p>世界自然基金會香港分會</p>
<p>CDP Climate Change Questionnaire 2021 – Rating: B</p> <p>CDP Water Security Questionnaire 2021 – Rating: B-</p> <p>CDP氣候變化問卷調查2021 — 評級：B</p> <p>CDP水問卷調查2021 — 評級：B-</p>	<p>CDP</p>
<p>Hong Kong Green Awards 2021</p> <ul style="list-style-type: none"> <li>• Environmental, Health and Safety Award (Large Corporation) – Silver</li> </ul> <p>香港綠色企業大獎2021</p> <ul style="list-style-type: none"> <li>• 超卓環保安全健康獎（大型企業）– 銀獎</li> </ul>	<p>Green Council</p> <p>環保促進會</p>



# Content Index

## 內容索引

This Report fulfils the reporting requirements of the HKEX ESG Reporting Guide and references selected Global Reporting Initiative ("GRI") Standards as summarised in this table.

本報告符合香港聯合交易所的《ESG指引》報告要求，並參照選定的全球報告倡議（「GRI」）準則編寫，如下表所示。

HKEX ESG Guide 香港聯交所 《ESG指引》	Location of Disclosures 相關章節	GRI Standards GRI 準則	Location of Disclosures 相關章節
Mandatory Disclosure Requirements 強制披露要求  Governance Structure 管治架構	i. Sustainability Governance ; Risk Management 可持續管治：風險管理  ii. Our Value Creation Model 價值創造模型  iii. Our Centennial Commitment 百周年承諾	2-6. Activities, value chain and business relationships 活動、價值鏈及業務關係  2-12. Role of the highest governance body 最高管治機構的角色  2-13. Delegating authority 授權  2-14. Role of the highest governance body in sustainability reporting 最高管治機構在可持續發展報告中的角色  2-22. Statement on sustainable development strategy 可持續發展策略聲明  2-23. Policy commitments 政策承諾  2-24. Embedding policy commitments 融合政策承諾  2-26. Mechanisms for seeking advice and raising concerns 尋求建議和提出疑慮的機制	2-6. Our Value Creation Model; ESG Data Summary 價值創造模型：環境、社會及管治數據摘要  2-12. Sustainability Governance 可持續管治  2-13. Sustainability Governance 可持續管治  2-14. Sustainability Governance 可持續管治  2-22. Leadership Messages 管理層的話  2-23. Group policies; Statement on Human Rights 集團政策：人權聲明  2-24. Sustainability Governance; Supplier Management Framework 可持續管治：供應商管理框架  2-26. Whistleblowing Policy 舉報政策
Mandatory Disclosure Requirements 強制披露要求  Reporting principles 報告原則	Materiality • Stakeholder Engagement & Materiality Assessment 重要性評估 • 持份者參與及重要性評估  Quantitative • ESG Data Summary 量化 • 環境、社會及管治數據摘要  Consistency • ESG Data Summary 一致性 • 環境、社會及管治數據摘要	2-29. Approach to stakeholder engagement 持份者參與方針  3-1. Process to determine material topics 決定重要性議題的過程  3-2. List of material topics 重要性議題列表	2-29. Stakeholder Engagement & Materiality Assessment 持份者參與及重要性評估  3-1. Stakeholder Engagement & Materiality Assessment 持份者參與及重要性評估  3-2. Stakeholder Engagement & Materiality Assessment 持份者參與及重要性評估
Mandatory Disclosure Requirements 強制披露要求  Reporting boundary 報告邊界	About this Report; ESG Data Summary 關於本報告；環境、社會及管治數據摘要		

HKEX ESG Guide 香港聯交所 《ESG 指引》	Location of Disclosures 相關章節	GRI Standards GRI 準則	Location of Disclosures 相關章節
<p>“Comply or explain” Provisions 「不遵守就解釋」條文</p> <p><b>A1: Emissions and waste 排放物</b></p> <p>GENERAL DISCLOSURE 一般披露</p> <p>KPIs: A1.1, A1.2, A1.3, A1.4, A1.5 and A1.6</p>	<p>GDA1a. Group Policies; Environment Management Approach 集團政策; 環境管理方針</p> <p>GDA1b. ESG Data Summary 環境、社會及管治數據摘要</p> <p>A1.1. ESG Data Summary 環境、社會及管治數據摘要</p> <p>A1.2. ESG Data Summary 環境、社會及管治數據摘要</p> <p>A1.3. ESG Data Summary 環境、社會及管治數據摘要</p> <p>A1.4. ESG Data Summary 環境、社會及管治數據摘要</p> <p>A1.5. Energy, Air quality &amp; GHG Emissions 能源、空氣質素及溫室氣體排放</p> <p>A1.6. Waste 廢棄物</p>	<p>3-3. Management of material topics 管理重要性議題 GRI 305: Emissions 排放 2016</p> <p>305-1. Direct (Scope 1) GHG emissions 範圍一溫室氣體直接排放</p> <p>305-2. Indirect (Scope 2) GHG emissions 範圍二溫室氣體間接排放</p> <p>305-3. Other indirect (Scope 3) GHG emissions 範圍三其他溫室氣體排放</p> <p>305-4. GHG emissions intensity 溫室氣體排放密度</p> <p>305-5. Reduction of GHG emissions 溫室氣體排放減量</p> <p>305-7. NO<sub>x</sub>, SO<sub>x</sub> and other significant air emissions 氮氧化物、硫氧化物及其他重要廢氣排放</p>	<p>3-3. Our Value Creation Model; Our Centennial Commitment; Environment Management Approach; Energy, Air quality &amp; GHG Emissions 價值創造模型; 百周年承諾、環境管理方針; 能源、空氣質素及溫室氣體排放</p> <p>305-1. ESG Data Summary 環境、社會及管治數據摘要</p> <p>305-2. ESG Data Summary 環境、社會及管治數據摘要</p> <p>305-3. ESG Data Summary 環境、社會及管治數據摘要</p> <p>305-4. ESG Data Summary 環境、社會及管治數據摘要</p> <p>305-5. Environment FY22 Highlights 2022財年環境摘要</p> <p>305-7. ESG Data Summary 環境、社會及管治數據摘要</p>
<p>“Comply or explain” Provisions 「不遵守就解釋」條文</p> <p><b>A2: Use of resources 資源使用</b></p> <p>GENERAL DISCLOSURE 一般披露</p> <p>KPIs: A2.1, A2.2, A2.3, A2.4, A2.5</p>	<p>GDA2. Group Policies; Environment Management Approach 集團政策; 環境管理方針</p> <p>A2.1. ESG Data Summary 環境、社會及管治數據摘要</p> <p>A2.2. ESG Data Summary 環境、社會及管治數據摘要</p> <p>A2.3. Energy, Air quality &amp; GHG Emissions 能源、空氣質素及溫室氣體排放</p> <p>A2.4. Water 用水</p> <p>A2.5. ESG Data Summary 環境、社會及管治數據摘要</p>	<p>3-3. Management of material topics 管理重要性議題 GRI 302: Energy 能源 2016</p> <p>302-1. Energy consumption within the organization 機構內的能源消耗</p> <p>302-2. Energy consumption outside the organization 機構外的能源消耗</p> <p>302-3. Energy intensity 能源密度</p> <p>3-3. Management of material topics 管理重要性議題 GRI 303: Water and Effluents 2018 用水和排放水</p> <p>303-1. Interactions with water as a shared resource 水為共享資源的互動</p> <p>303-2. Management of water discharge-related impacts 排水相關影響的管理</p> <p>303-3. Water withdrawal 取水</p>	<p>3-3. Our Value Creation Model; Our Centennial Commitment; Environment Management Approach; Energy, Air quality &amp; GHG Emissions 價值創造模型; 百周年承諾、環境管理方針; 能源、空氣質素及溫室氣體排放</p> <p>302-1. ESG Data Summary 環境、社會及管治數據摘要</p> <p>302-2. ESG Data Summary 環境、社會及管治數據摘要</p> <p>302-3. ESG Data Summary 環境、社會及管治數據摘要</p> <p>3-3. Our Value Creation Model; Our Centennial Commitment; Environment Management Approach; Water 價值創造模型; 百周年承諾、環境管理方針; 用水</p> <p>303-1. Water 用水</p> <p>303-2. Water 用水</p> <p>303-3. ESG Data Summary 環境、社會及管治數據摘要</p>

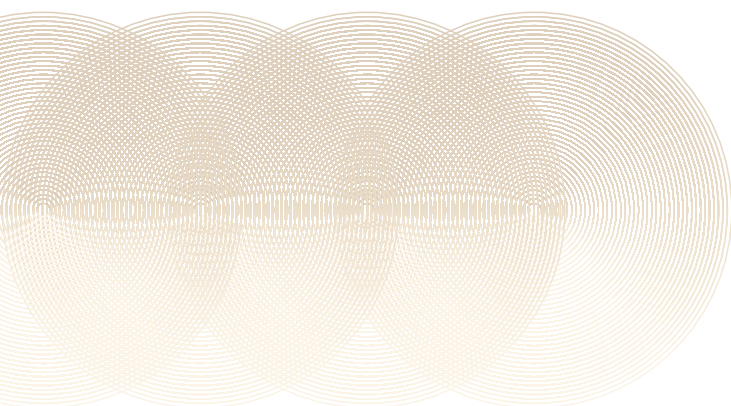
HKEX ESG Guide 香港聯交所 《ESG 指引》	Location of Disclosures 相關章節	GRI Standards GRI 準則	Location of Disclosures 相關章節
<p>"Comply or explain" Provisions 「不遵守就解釋」 條文</p> <p><b>A2: Use of resources</b> 資源使用</p> <p>GENERAL DISCLOSURE 一般披露</p> <p>KPIs: A2.1, A2.2, A2.3, A2.4, A2.5</p>		<p>3. Management of material topics 管理重要性議題</p> <p>GRI 306: Waste 廢棄物 2020</p> <p>306-1. Waste generation and significant waste-related impacts 廢棄物產生和與廢棄物有關的重大影響</p> <p>306-2. Management of significant waste-related impacts 管理重大與廢棄物有關的影響</p> <p>306-3. Waste generated 廢棄物產生</p>	<p>3-3. Our Value Creation Model; Our Centennial Commitment; Environment Management Approach 價值創造模型；百周年承諾、環境管理方針</p> <p>306-1. Green procurement; Waste; Engaging with our Stakeholders 綠色採購；廢棄物；與持份者互動</p> <p>306-2. Green procurement; Environment Management Approach; Waste Reduction; Engaging with our Stakeholders 綠色採購；環境管理方針；與持份者互動</p> <p>303-3. ESG Data Summary 環境、社會及管治數據摘要</p>
<p>"Comply or explain" Provisions 「不遵守就解釋」 條文</p> <p><b>A3: Environment &amp; natural resources</b> 環境及天然資源</p> <p>GENERAL DISCLOSURE 一般披露</p> <p>KPI: A3.1</p>	<p>GDA3. Group Policies; Environment Management Approach 集團政策；環境管理方針</p> <p>A3.1. Best Practice Principles for Suppliers, Green Procurement, Engaging with our Stakeholders 供應商最佳責任標準；綠色採購；與持份者互動</p>	<p>3-3. Management of material topics 管理重要性議題</p> <p>GRI 301: Materials 物料2016</p> <p>301-1. Materials used by weight or volume 按重量或體積使用的物料</p> <p>301-2. Recycled input materials used 回收物為材料的使用量</p>	<p>3-3. Our Value Creation Model; Our Centennial Commitment; Best Practice Principles for Suppliers, Green Procurement, Environment Management Approach; Engaging with our Stakeholders 價值創造模型；百周年承諾；供應商最佳責任標準；綠色採購；環境管理方針；與持份者互動</p> <p>301-1. ESG Data Summary 環境、社會及管治數據摘要</p> <p>301-2. ESG Data Summary 環境、社會及管治數據摘要</p>
<p>"Comply or explain" Provisions 「不遵守就解釋」 條文</p> <p><b>A4: Climate Change</b> 氣候變化</p> <p>GENERAL DISCLOSURE 一般披露</p> <p>KPI: A4.1</p>	<p>GDA4. Climate-related Financial Disclosures 氣候相關財務披露</p> <p>A3.1. Climate-related Financial Disclosures 氣候相關財務披露</p>		

HKEX ESG Guide 香港聯交所 《ESG 指引》	Location of Disclosures 相關章節	GRI Standards GRI 準則	Location of Disclosures 相關章節
<p>"Comply or explain" Provisions 「不遵守就解釋」 條文</p> <p><b>B1: Employment 僱傭</b></p> <p>GENERAL DISCLOSURE 一般披露</p> <p>KPIs: B1.1 and B1.2</p>	<p>GDB1a. Group Policies; Delight Management Approach 集團政策; 真心管理方針</p> <p>GDB1b. ESG Data Summary 環境、社會及管治數據摘要</p> <p>B1.1. ESG Data Summary 環境、社會及管治數據摘要</p> <p>B1.2. ESG Data Summary 環境、社會及管治數據摘要</p>	<p>2-7: Employees 員工</p> <p>3-3. Management of material topics 管理重要性議題</p> <p>GRI 401: Employment 僱傭 2016</p> <p>401-1. New employee hires and employee turnover 新聘任和流失的員工</p>	<p>2-7 Profile of our People; ESG Data Summary 員工概況; 環境、社會及管治 數據摘要</p> <p>3-3. Our Value Creation Model; Our Centennial Commitment; Fair Employment Practices; Delight Management Approach 價值創造模型; 百周年承諾、 公平僱傭常規; 真心管理方針</p> <p>301-1. ESG Data Summary 環境、社會及管治數據摘要</p>
<p>"Comply or explain" Provisions 「不遵守就解釋」 條文</p> <p><b>B2: Health &amp; safety 健康及安全</b></p> <p>GENERAL DISCLOSURE 一般披露</p> <p>KPIs: B1.1 and B1.2</p>	<p>GDB2a. Group Policies; Delight Management Approach 集團政策; 真心管理方針</p> <p>GDB2b. ESG Data Summary 環境、社會及管治數據摘要</p> <p>B2.1. ESG Data Summary 環境、社會及管治數據摘要</p> <p>B2.2. ESG Data Summary 環境、社會及管治數據摘要</p> <p>B2.3. Occupational Health &amp; Safety 職業健康及安全</p>		
<p>"Comply or explain" Provisions 「不遵守就解釋」 條文</p> <p><b>B3: Development &amp; training 發展與培訓</b></p> <p>GENERAL DISCLOSURE 一般披露</p> <p>KPIs: B3.1 and B3.2</p>	<p>GDB3 Group Policies; Craftsmanship Management Approach; Delight Management Approach 集團政策; 真髓管理方針; 真心管理方針</p> <p>B3.1. ESG Data Summary 環境、社會及管治數據摘要</p> <p>B3.2. ESG Data Summary 環境、社會及管治數據摘要</p>	<p>3-3. Management of material topics 管理重要性議題</p> <p>GRI 404: Training and Education 培訓與教育 2016</p> <p>404-1. Average training hours per year per employee 每位員工每年的平均培訓時數</p>	<p>3-3. Our Value Creation Model; Our Centennial Commitment; Craftsmanship Management Approach; Delight Management Approach 價值創造模型; 百周年承諾; 真髓管理方針; 真心管理方針</p> <p>404-1. ESG Data Summary 環境、社會及管治數據摘要</p>



HKEX ESG Guide 香港聯交所 《ESG 指引》	Location of Disclosures 相關章節	GRI Standards GRI 準則	Location of Disclosures 相關章節
<p>“Comply or explain” Provisions 「不遵守就解釋」條文</p> <p><b>B4: Labour standards</b> 勞工準則</p> <p>GENERAL DISCLOSURE 一般披露</p> <p>KPIs: B4.1 and B4.2</p>	<p>GDB4a. Group Policies; Fair Employment Practices; Obligation Management Approach 集團政策; 公平僱傭常規; 真實管理方針</p> <p>GDB4b. ESG Data Summary 環境、社會及管治數據摘要</p> <p>B4.1. Fair Employment Practices; Best Practice Principles for Suppliers 公平僱傭常規; 供應商最佳責任標準</p> <p>B4.2. Fair Employment Practices; Supplier Management Framework 公平僱傭常規; 供應商管理框架</p>		
<p>“Comply or explain” Provisions 「不遵守就解釋」條文</p> <p><b>B5: Supply chain management</b> 供應鏈管理</p> <p>GENERAL DISCLOSURE 一般披露</p> <p>KPIs: B5.1, B5.2, B5.3 and B5.4</p>	<p>GDB5 Group Policies; Obligation Management Approach 集團政策; 真實管理方針</p> <p>B5.1. ESG Data Summary 環境、社會及管治數據摘要</p> <p>B5.2. Best Practice Principles for Suppliers; Supplier Management Framework 供應商最佳責任標準; 供應商管理框架</p> <p>B5.3. Best Practice Principles for Suppliers; Supplier Management Framework 供應商最佳責任標準; 供應商管理框架</p> <p>B5.4. Green Procurement 綠色採購</p>		
<p>“Comply or explain” Provisions 「不遵守就解釋」條文</p> <p><b>B6: Product responsibility</b> 產品責任</p> <p>GENERAL DISCLOSURE 一般披露</p> <p>KPIs: B6.1, B6.2, B6.3, B6.4 and B6.5</p>	<p>GDB6a. Group Policies; In Pursuit of Perfection 集團政策; 追求完美</p> <p>GDB6b. ESG Data Summary 環境、社會及管治數據摘要</p> <p>B6.1. ESG Data Summary 環境、社會及管治數據摘要</p> <p>B6.2. ESG Data Summary 環境、社會及管治數據摘要</p> <p>B6.3. Intellectual Property 知識產權</p> <p>B6.4. In Pursuit of Perfection 追求完美</p> <p>B6.5. Privacy; Cybersecurity 私隱; 網絡安全</p>	<p>3-3. Management of material topics 管理重要性議題</p> <p>GRI 418 Customer Privacy 顧客私隱 2016</p> <p>481-1. Substantiated complaints concerning breaches of customer privacy and losses of customer data 有關侵犯客戶私隱和丟失客戶數據的經證實投訴</p>	<p>3-3. Our Value Creation Model; Our Centennial Commitment; Privacy; Cybersecurity 價值創造模型; 百周年承諾、私隱; 網絡安全</p> <p>481-1. ESG Data Summary 環境、社會及管治數據摘要</p>

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<p>"Comply or explain" Provisions 「不遵守就解釋」 條文</p> <p><b>B7: Anti-corruption</b> <b>反貪污</b></p> <p>GENERAL DISCLOSURE 一般披露</p> <p>KPIs: B7.1, B7.2 and B7.3</p>	<p>GDB7a. Group Policies; Ethical Business Practices 集團政策; 營商操守</p> <p>GDB7b. ESG Data Summary 環境、社會及管治數據摘要</p> <p>B7.1. ESG Data Summary 環境、社會及管治數據摘要</p> <p>B7.2. Whistleblowing 舉報</p> <p>B7.3. Whistleblowing 舉報</p>		
<p>"Comply or explain" Provisions 「不遵守就解釋」 條文</p> <p><b>B8: Community investment</b> <b>社區投資</b></p> <p>GENERAL DISCLOSURE 一般披露</p> <p>KPIs: B8.1 and B8.2</p>	<p>GDB8. Craftsmanship Management Approach; Delight Management Approach 真髓管理方針; 真心管理方針</p> <p>B8.1. Public Collections &amp; Exhibits; Chow Tai Fook Master Studio; Loupe Design Incubation Space; Do Good ~ Caring Action 公共收藏和展覽; 周大福大師工作室; Loupe設計培育平台; Do Good~關愛行動</p> <p>B8.2. ESG Data Summary 環境、社會及管治數據摘要</p>		



# Verification Statement

## 核實聲明



### VERIFICATION STATEMENT

#### Scope and Objective

Hong Kong Quality Assurance Agency ("HKQAA") was commissioned by Chow Tai Fook Jewellery Group Limited, (hereinafter referred to as "Chow Tai Fook", collectively called the "Group" with its subsidiaries) to undertake an independent verification for its Sustainability Report FY2022 (hereinafter referred to as "the Report"). The scope of this verification covers the sustainability performance data and information of Chow Tai Fook's business operations in Mainland China, Hong Kong and Macau of China during the financial year 1 April 2021 to 31 March 2022 ("FY2022"), as defined in the Report.

The aim of this verification is to provide a reasonable assurance of the reliability of the contents. The Report has been prepared in accordance with the Environmental, Social and Governance Reporting Guide ("ESG Guide") of The Stock Exchange of Hong Kong Limited ("HKEX"). The Report has also prepared with reference to the Global Reporting Initiative Sustainability Reporting Standards ("GRI Standards").

#### Level of Assurance and Methodology

The process applied in this verification was based on the International Standard on Assurance Engagements 3000 (Revised), Assurance Engagements Other Than Audits or Reviews of Historical Financial Information issued by the International Auditing and Assurance Standards Board. Our evidence gathering process was designed to obtain a reasonable level of assurance as set out in the standard for the purpose of devising the verification conclusion. The extent of this verification process undertaken covered the criteria set in the ESG Guide of HKEX and the GRI Standards.

The verification process included verifying the systems and processes implemented for collecting, collating and reporting the sustainability performance data; reviewing relevant documentation; interviewing responsible personnel with accountability for preparing the reporting contents and verifying selected representative samples of data and information. Raw data and supporting evidence of the selected samples were thoroughly examined during the verification process according to the sampling plan.

#### Independence

Chow Tai Fook is responsible for the collection and presentation of the information presented. HKQAA is not involved in calculating, compiling, or developing the Report. Our verification activities are independent from Chow Tai Fook.

#### Conclusion

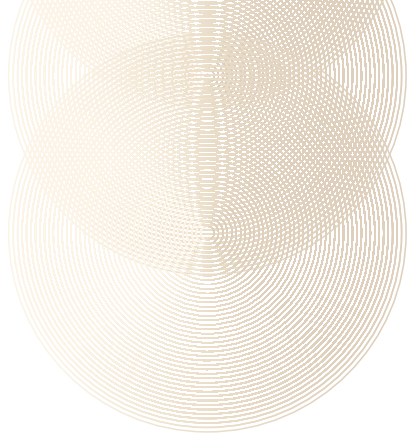
Based on the verification results and in accordance with the verification procedures undertaken, HKQAA has obtained reasonable assurance and is of the opinion that:

- The Report has been prepared in accordance with the ESG Guide of HKEX and also with reference to the GRI Standards;
- The Report illustrates the sustainability performance of Chow Tai Fook, covering all material aspects, in a balanced, comparable, clear and timely manner; and
- The data and information disclosed in the Report are reliable and complete.

Nothing has come to HKQAA's attention indicating that the selected sustainability performance information and data contained in the Report has not been prepared and presented fairly and honestly, in all material aspects, in accordance with the verification criteria. In conclusion, the Report provides clear information with regards to the sustainability performance of Chow Tai Fook in a factual, responsive, consistent, fair and truthful manner.

#### Signed on behalf of Hong Kong Quality Assurance Agency

Meico Cheong  
Senior General Manager, Innovation Business  
13 June 2022



香港品質保證局

### 核實聲明

#### 範圍及目的

香港品質保證局已對周大福珠寶集團有限公司(下稱「周大福」，連同其附屬公司統稱為「本集團」)的可持續發展報告 2022 (下稱「報告」)的全部內容進行獨立驗證。核實範圍包括周大福於報告期內，即 2021 年 4 月 1 日至 2022 年 3 月 31 日，在中國內地以及中國香港及中國澳門的業務運營相關的可持續發展表現數據和資料。

此核實聲明的目的是對報告所記載之內容提供合理保證。報告是按照《環境、社會及管治報告指引》的要求編制，並且參考全球報告倡議組織 (GRI) 的《可持續發展報告標準》。

#### 保證程度和核實方法

此次驗證工作是依據國際審計與核證準則委員會發佈的《國際核證聘用準則 3000 (修訂版)》、歷史財務資料審計或審閱以外的核證聘用)執行。收集核實證據的幅度是參考國際準則所訂定進行合理保證的原則而制定以確保能擬定核實結論。此外，核實的內容是按照《環境、社會及管治報告指引》及《可持續發展報告標準》而釐訂。

核實過程包括驗證了周大福的可持續發展表現數據收集、計算和匯報的系統和程序，檢閱有關文件資料，與負責編制報告內容的代表面談，選取具有代表性的數據和資料進行查核。相關原始數據和支持證據亦根據抽樣計劃於核實過程中經過詳細審閱。

#### 獨立性

周大福負責收集和準備所有在報告內陳述的資料。香港品質保證局不涉及收集和計算此報告的數據或參與編撰此報告。香港品質保證局的核實過程是絕對獨立於周大福。

#### 結論

基於是次的核實結果，香港品質保證局對報告作出合理保證並總結：

- 報告是按照《環境、社會及管治報告指引》的要求編制，並參考《可持續發展報告標準》；
- 報告平衡、清晰、具比較性和及時地將周大福的可持續發展表現 (包括所有重要和相關的可持續發展範疇) 闡述；及
- 報告內的數據和資料可靠完整。

根據驗證準則，香港品質保證局沒有發現在報告內闡述的可持續發展表現信息和數據並非公平和如實地按照主要範疇作出披露。總括而言，此報告以事實，迅速，一致，公平和坦誠的方式提供有關周大福可持續發展表現的明確信息給持份者。

#### 香港品質保證局代表簽署

蔣齊仲  
創新業務高級總經理  
2022 年 6 月 13 日





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