



A JOURNEY OF
DISCOVERY

2021/2022 ENVIRONMENTAL, SOCIAL AND
GOVERNANCE REPORT | 環境、社會及管治報告

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T S L | 謝瑞麟

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ABOUT THE REPORT

關於本報告

Sustainability is one of the growing issues around the world as a way to balance the development and conservation of the economy, environment and society. With the increasing importance of sustainable development in different aspects, Tse Sui Luen Jewellery (International) Limited (the “Company”, together with its subsidiaries, the “Group”) is committed to striving its best to perform an environmentally friendly and sustainable operation.

Environmental, social and governance (“ESG”) plays an essential role in achieving sustainable development of organizations. This Environmental, Social and Governance Report (the “Report”) is the sixth report published by the Group disclosing the ESG matters. It is available for viewing and downloading on the websites of The Stock Exchange of Hong Kong Limited (“SEHK”) and the Company under the sub-section “ESG Reports” of “Investors” section at ir.tslj.com.

REPORTING PERIOD AND SCOPE




The Report covers the ESG management and performance for the period from 1 April 2021 to 31 March 2022 (the “Year”). Consistent with the previous reports, the Group discloses information and data of the core businesses, the manufacturing and retail of jewellery in Hong Kong, Macau and Mainland China.

為平衡經濟、環境及社會的發展和保育，可持續發展作為全球議題的重要性與日俱增。隨著不同範疇可持續性的重要性上升，謝瑞麟珠寶(國際)有限公司(「本公司」，連同其附屬公司，「本集團」)承諾盡力實踐環保及可持續的營運。

在追求企業可持續發展的過程中，環境、社會及管治(「ESG」)扮演十分重要的角色。此《環境、社會及管治報告》(「本報告」)是本集團第六份披露ESG相關事宜的報告，可於香港聯合交易所有限公司(「聯交所」)的網站，以及本公司網站(ir.tslj.com)中「投資者」部分的「環境、社會及管治報告」分部瀏覽及下載。

報告期間及範圍

本報告涵蓋由2021年4月1日至2022年3月31日期間(「本年度」)的ESG監管和表現。本集團披露了核心業務(即位於香港、澳門和中國內地之珠寶製造及零售)的資料和數據，維持與往年一致的報告範圍。

	Hong Kong 香港	Macau 澳門	Mainland China 中國內地
 office 辦公室	1	/	5
 factory 廠房	1	/	1
 self-operated retail stores 自營零售店	24	3	178

Striving for the best, the Group will review the reporting coverage regularly and expand or revise the reporting scope based on the principle of materiality, thereby perfecting the disclosure of the ESG management and performance.

本集團會定期檢視報告的涵蓋範疇，並根據重要性原則擴大或修訂報告範圍，從而完善ESG管理及表現的披露，力臻完美。

REPORTING STANDARDS AND PRINCIPLES

The Report has been prepared in accordance with the Environmental, Social and Governance Reporting Guide (the “ESG Reporting Guide”) in the Appendix 27 as set out in the Rules Governing the Listing of Securities on the SEHK. Four reporting principles form the backbone of the Report, namely materiality, consistency, balance and quantitative. Please see the Group’s application of the reporting principles in the preparation of the Report below. A complete content index is appended in the last chapter of the Report with reference to the ESG Reporting Guide.

報告標準及原則

本報告是遵循聯交所證券上市規則附錄二十七《環境、社會及管治報告指引》(「ESG報告指引」)的準則編制，並以當中的四大匯報原則(即重要性、一致性、平衡及量化)為本報告骨幹。請查看以下本集團在準備本報告時針對各匯報原則的應用。本報告最後一章參照ESG報告指引提供完整的指引索引。

REPORTING PRINCIPLES 匯報原則



MATERIALITY 重要性



CONSISTENCY 一致性



BALANCE 平衡



QUANTITATIVE 量化

THE GROUP’S APPLICATION 本集團之應用

To understand the expectations and opinions of stakeholders, online surveys were carried out to identify the material issues.

進行了網上問卷調查以了解持份者的期望及意見，並識別重要性議題。

Unless otherwise specified, the Group adopted the same methodologies for data collection and disclosure for comparability of data.

除特別列明，本集團採用一致的統計及披露方式，以確保數據的可比性。

The Report has been prepared in a fair and impartial manner that discloses both opportunities and challenges.

本報告以公平和不偏不倚的方式編制，以同時披露機遇及風險。

The Report discloses the quantified information and data where feasible.

本報告在可行的情況下，披露量化資料和數據。

ABOUT THE REPORT (CONTINUED)

關於本報告(續)

DATA COLLECTION AND REPORT APPROVAL

With regard to the principle of validity, information and data disclosed were collected and retrieved from official documents, statistical data and governance or management of the operations.

The Report is validated, reviewed and approved by the board of directors of the Company (the “Board”) on 21 June 2022.

FEEDBACK

Opinions from different parties always help improve one’s performance. The Group values the feedback received to achieve better performance. If you have any questions or recommendations on the Report or any other ESG matters, please do not hesitate to contact us via ir@tslj.com.

數據收集及報告批准

因應真實性原則，披露的資料和數據均從正式文件、統計數據及營運管治或監管中收集及擷取。

本報告已於2022年6月21日經本公司董事會(「董事會」)確認、檢視及批准。

反饋

不同的意見有助於改善企業的表現，而本集團亦重視反饋以達到更優秀的表現。如閣下對本報告或其他ESG事宜有任何疑問或建議，歡迎透過ir@tslj.com與本集團聯絡。

OUR LEADERSHIP

我們的領導力

Nowadays, progress of the world does not only refer to economic development, but also includes social and environmental conservation and sustainable relationships. It is an endless journey that asks for participation of all mankind. In the journey of sustainability, the Group is not a newcomer to the path with the embarkment of The TSL | 謝瑞麟 Foundation (“TSLF”) long ago. It is established to support the development of local talents and heritages conservation after recognizing the interrelationships of economic, social and environmental development. In 2015, the first e-magazine was introduced to employees together with staff engagement survey to strengthen internal communication and interaction. At the same time, a TSL Taskforce has come into force with the tasks of promoting the environmental conservation and cost-saving initiatives, as well as other ESG matters. It is empowered to monitor and manage the measures to obtain comprehensive and effective sustainability management.

As a visionary thinker and leader, the Group demonstrates well-developed sustainable management in the development of green offices, safe and healthy workplaces, talent management, and other aspects. In addition, the pursuit of perfection drives the continual improvement of sustainability leadership. The Group strives to establish and enhance the ESG strategies and stakeholder communications in order to understand thoroughly the market needs and targets, with the ultimate goal of sustainable development.

現今社會，全球發展並非只針對經濟發展，社會、環境保育及其可持續的關係亦備受關注。在需要各方參與的可持續發展旅程中，本集團透過對經濟、社會及環境發展相互關係的了解，已於早期成立了TSL | 謝瑞麟基金（「謝瑞麟基金」），以支持本地人才發展和保護文化遺產。為加強內部溝通及互動，本集團於2015年推出了首期員工電子雜誌及員工參與度調查。與此同時，亦成立了負責推動環境保護和節約成本的措施，以及其他ESG事宜的TSL工作小組，賦予其監督及管理相關措施的職責，以達致全面及有效的可持續發展管理。

作為一個具前瞻性的思考者和領導者，本集團於綠色辦公室、安全及健康的工作場所、人才管理及其他範疇的發展中，展示完善的可持續監管。此外，追求完美的態度進一步推動可持續領導的不斷進步。本集團致力實行及改善ESG策略和持份者溝通，以仔細地了解市場需求和指標，達致可持續發展的最終目標。

OUR LEADERSHIP (CONTINUED)

我們的領導力(續)

SUSTAINABILITY GOVERNANCE

Structured sustainability governance aids business development by increasing the importance of long-term and sustainable operations. It is the Board's responsibility to the oversight of ESG matters, including the establishment of ESG strategies and targets, identification of material risks and opportunities therein, and determination of management approach against the same. To ensure the effectiveness, the Board reviews the ESG-related strategies and targets on a regular basis as well as expands and enhances the management approaches made against the same when appropriate.

With the demand-driven process, the Group has established a dedicated team to identify and manage ESG matters. When special cross-departmental effort is needed for specific ESG issues, the Group takes steps to organize the responsible personnel and their terms of reference. Apart from this, participations of different departments contribute to the effective and systematic management. The Group explicitly demonstrates the acknowledgement of the importance of a diverse sustainability working group by including representatives from most of the departments, who take the responsibility of executing ESG-related policies and practices.

Risk Management

An in-depth and extensive risks and opportunities oversight is an essential attribute for a solid governance. Along with the Board's oversight, the Audit Committee carries out annual review of risk management and internal control systems of the Group. Material ESG-related issues identified are reported to the Board together with recommendations for their considerations and reference on management approaches.

可持續發展管治

有規劃的可持續發展管治可透過提升長期及可持續運作的重要性，協助企業的業務發展。董事會肩負監督ESG事宜的責任，包括訂立ESG策略及目標、識別當中的重大風險及機遇，以及制訂相應監管措施。為確保當中的有效性，董事會會定期檢視ESG相關策略和目標，並於適時擴大及改善相關監管措施。

本集團以需求導向的程序成立專責小組，專注於辨別及管理ESG事宜。當識別到個別需要跨部門處理的ESG事宜，本集團會採取措施，組織負責人員和訂立相應的職權範圍。此外，各部門人員亦會參與其中，達致有效及有系統的監管，以及清晰表現本集團認同由多個相關部門代表組成，肩負執行ESG政策及措施責任的多元化及可持續工作小組的重要性。

風險管理

深入及廣泛地監察所面對的風險和機遇是穩定的管治中不可或缺的元素。在董事會的監督下，審核委員會亦會實行集團風險管理和內部監控系統的年度審查，以及將已識別的重大ESG相關議題，連同其建議，向董事會匯報，以供其訂定監管系統的考量及參考之用。

Under the recurrence of COVID-19, its health risk is consecutively identified as one of the operational risks which poses threats to our staff's and the public's health. Through the risk management process, the Group clearly understands its impacts and has established the Coronavirus Working Guidebook for stakeholders' safety. Meanwhile, special working arrangements are in place as precautionary measures, including flexible working hours and work-from-home models, to protect office staff from the infection of pandemic. Furthermore, the Group has imposed stringent preventive measures at its physical shops and annual general meetings to protect frontline staff, customers, shareholders and communities.

因應反覆的2019冠狀病毒病，健康風險繼續被識別為對自身員工和公眾健康構成威脅的營運風險之一。本集團透過風險管理過程，清楚了解到其伴隨的影響，並為持份者訂立了《應對冠狀病毒疫情的工作指引》，保障他們的安全。與此同時，為保護辦公室員工免受感染，本集團亦制定了特殊的工作安排，包括彈性工作時間和在家工作模式等預防措施。此外，本集團已於店舖及股東週年大會採取嚴格的預防措施，以保護前線員工、客戶、股東及社區。



The Group will continue to incorporate ESG risks into the risk management process for effective identification, analysis, evaluation, response, monitoring and communication.

本集團會繼續將ESG風險納入風險管理流程，以達致有效的識別、分析、評估、應對、監控和溝通。

OUR LEADERSHIP (CONTINUED)

我們的領導力(續)

STAKEHOLDER COMMUNICATION

The Group advocates the co-improvement with stakeholders in line with international requirements. It is strongly believed that continuous and effective communication with stakeholders helps identify and tackle with the potential risks and opportunities, thereby recognizing the megatrend and expectations of markets. The Group has developed effective communication channels for creating and maintaining long-lasting relationships to collect stakeholders' opinions and sustain positive relationships.

持份者溝通

本集團提倡與持份者共同進步，符合國際要求，並堅信與其維持有效的溝通有助於識別和應對潛在的風險和機遇，從而認清市場的大趨勢和期望。本集團已設立有效的溝通渠道建立和維持長期關係，以收集持份者的意見並維持正面積極的關係。



Employees
員工

- Carry out performance evaluations to guide employees' career development
為員工進行績效評估，以提供職業發展指引
- Provide whistleblowing mechanisms for effective two-way communication
提供舉報機制，維持有效的雙向溝通
- Organize meetings, interviews, lunch or tea gatherings for regular communication
舉辦會議、採訪、午餐或茶會，以便定期溝通



Suppliers
供應商

- Apply tender selection and evaluation system for screening
設立投標篩選及評估系統以作篩選之用
- Maintain continued communication through meetings and regular performance reviews
透過會議及定期績效評估，保持持續的溝通



Shareholders, investors and media
股東、投資者及媒體

- Report on business operations and financial position through annual and interim reports and other information disclosure
透過年度及中期報告，以及其他信息披露，匯報業務營運和財務狀況
- Issue Investor Snapshots quarterly
發佈季度投資者快訊
- Update events and performance via press releases and press conferences
通過新聞稿和新聞發佈會提供最新的活動及績效資訊



Customers
顧客

- Sustain effective communication via customer service hotline, email and feedback forms
通過顧客服務熱線、電郵及反饋表格，維持有效溝通
- Connect customers to customer service officers through live chat on the Group's Hong Kong eShop
通過香港網店的實時聊天功能，連繫顧客和顧客服務專員



Industry associations
行業協會

- Attend conferences and participate in competitions and accreditation programmes organized by industry associations
出席行業協會舉辦的會議，以及參與其比賽及認證計劃



Communities
社區

- Support local non-profit organizations and events sponsored by TSLF
透過謝瑞麟基金支持本地非牟利機構及活動

OUR LEADERSHIP (CONTINUED)

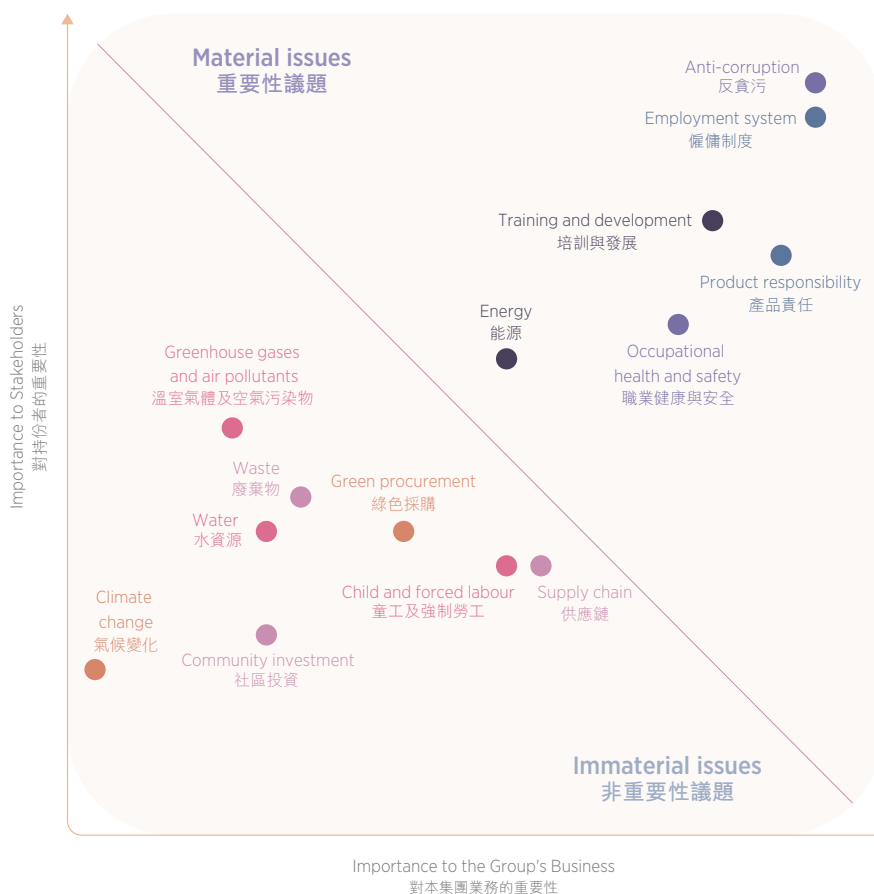
我們的領導力(續)

Materiality Assessment

With the growing challenges from climate change, environmental pollution, poverty, wars and other issues, it leads to the development of stricter requirements and regulations, thereby influencing the demand and expectations in business markets. With diverse issues carried out by the challenges, materiality assessment plays an important role in identifying those that have great impacts on stakeholders and businesses, and hence perfecting the Group's strategic management approaches.

重要性評估

近年氣候變化、環境污染、貧困、戰爭和其他議題為各界帶來更嚴峻的挑戰，以致更嚴格的要求和法規制訂，影響市場的需求和期望。由於各種挑戰衍生出不同種類的議題，重要性評估對於本集團識別對持份者和業務有重大影響的事宜，以完善戰略管理方法中扮演重要角色。



In order to recognize the material issues for the Year, internal stakeholders, including the Board and employees, were invited to conduct an online questionnaire. Following the previous years' practice, 14 issues were identified, in aspects of “environmental protection”, “employment and labour practices”, “operating practices” and “community”, as most relevant to the Group's business for materiality assessment. Compared with the results in 2020/21, the list of material issues is largely the same.

Material issues

Anti-corruption
Employment system
Product responsibility
Training and development
Occupational health and safety
Energy

In the future, the Group will establish a strong tie with more stakeholders on sustainability development. It deeply believes that the involvement of internal and external opinions helps strengthen the ability to develop strategies, goals, targets and initiatives.

為了識別本年度的重要性議題，本集團邀請了包括董事會和員工在內的內部持份者進行網上問卷調查。繼上年度的實踐，本集團在「環境保護」、「僱傭及勞工常規」、「營運慣例」和「社區」中，識別出與業務最相關的14項議題進行了重要性評估。與2020/21年度比較，重要性議題列表大致相同。

重要性議題

反貪污
僱傭制度
產品責任
培訓與發展
職業健康與安全
能源

本集團深信內部和外部持份者的參與有助增強制定戰略、目標、指標和倡議的能力，並會於未來與更廣泛的持份者建立可持續發展方面的緊密聯繫。

OUR OPERATING PRACTICES

我們的營運慣例

Performance	年度表現
<ul style="list-style-type: none">Establishment of the Supply Chain Management and Product & Service Quality Assurance Framework to manage risks and performance in operationConsecutive recognition by institutions for its product quality and service standards over years	<ul style="list-style-type: none">建立《供應鏈管理和產品及服務質素保證框架》，以管理營運中的風險和績效連續多年於產品質素和服務標準方面獲得機構認可

Integrity is the cornerstone for long-lasting business operations. The Group deeply believes that sustaining its operation sincerely helps to form a professional and quality business model.

誠信是長遠營商的重要基石。本集團深信以誠懇的態度營運，有助於建立專業、優質的商業模式。

CODE OF CONDUCT

Ethical manner is an essential factor for developing stable and sustainable operations. The Group adheres to the Anti-Unfair Competition Law of the People's Republic of China (the "PRC"), the Criminal Law of the PRC, the Prevention of Bribery Ordinance of Hong Kong, the Anti-Money Laundering and Counter-Terrorist Financing Guideline for Dealers in Precious Metals and Stones issued by the Narcotics Division of Security Bureau, and other relevant laws and regulations applicable to the regions of our operations. In addition, internal policies and management approaches have been established to further manage the daily operations. During the Year, the Group is not aware of any unethical practices, including violations of anti-corruption laws and regulations and intellectual property rights.

行為守則

堅守道德操守是企業穩定和可持續營運發展的關鍵因素。本集團遵守《中華人民共和國反不正當競爭法》、《中華人民共和國刑法》、香港的《防止賄賂條例》、保安局禁毒處發佈的《貴重金屬及寶石交易商打擊洗錢及恐怖分子資金籌集參考指引》，以及其他營運所在地的相關法例法規。此外，本集團制定了內部政策和監督系統，以進一步管理日常營運。於本年度，本集團未有知悉任何不道德行為，包括違反反貪污法例法規及知識產權。

Anti-corruption

To maintain the ethics in daily operations, the Group has developed a series of regulations, including the Company's Code of Conduct and the Employees' Code of Conduct, which stipulate the principles and procedures for preventing money-laundering, fraud, bribery, and all kinds of unethical practices and activities. In addition, the Employee Handbook acts as a guideline for employees to safeguard their impartial and fair behaviour. All internal restrictions are available on the intranet for employees' instant review and reference.

反貪污

為維護日常經營中的道德操守，本集團已制定一系列規例，包括本公司的《行為守則》和《員工職業操守指引》，以列明預防洗黑錢、欺詐、賄賂等各種不道德的行為和活動的原則和程序。此外，《員工手冊》可作為員工維護其公正和公平行為的指南。所有內部規範均可於內聯網獲得，供員工即時查看和參考。

The Group also recognizes the inherent linkage between the conflict of interest and issues of corruption. Therefore, it dedicates to eliminating the potential corruption practices by the Employees' Code of Conduct, which requires the consideration of needs and interest of the Group as the base for making decisions or taking actions. Whenever there is an actual and/or potential conflict of interest, employees are required to proactively declare to the Group with respect to the principles of integrity. If there are unethical practices discovered, department heads will handle them fairly in accordance with the Disciplinary Policy, which also ensures employees' compliance with applicable laws and regulations.

To further safeguard integrity, the Group has established channels and guidance for employees to report any misconduct and malpractices. Internally, employees could report cases in writing to supervisors, department heads, or person and department they trust. Investigation will be carried out and handled according to internal and external regulations. Any kind of retaliation are prohibited to protect the one who raises a business conduct issue or cooperates with the investigation. On the other hand, the Guidelines for Combating Money Laundering and Terrorist Financing are in place to assist employees in conducting three procedures when suspicious activities are detected.

Guidelines for Combating Money Laundering and Terrorist Financing procedures 《打擊清洗黑錢及恐怖分子融資活動的工作指引》程序



同時，本集團理解利益衝突與貪腐之間的內在聯繫，因而致力通過《員工職業操守指引》消除潛在的貪腐行為，要求員工以集團的需要和利益為決策或採取行動的基礎。每當存在實際及／或潛在的利益衝突時，員工須根據誠信原則，主動向本集團申報。一經發現任何不道德行為，部門主管將根據《紀律處分政策》公平處理，同時確保員工遵守相關法律法規。

為進一步保障誠信，本集團已為員工建立渠道及指引，以舉報任何不法及不當行為。針對內部運作，員工可以書面形式向其上司、部門主管、或任何信任的人士及部門報告案件。調查會隨即根據內部及外部政策進行，並禁止任何形式的報復，以保護提出商業行為問題或配合調查的人士。此外，本集團已訂立《打擊清洗黑錢及恐怖分子融資活動的工作指引》，以協助員工在發現可疑活動時進行三項程序。

OUR OPERATING PRACTICES (CONTINUED)

我們的營運慣例(續)

Beyond regulating the daily operating practices of employees, the Group organized a total of 200 hours of anti-corruption training to staff and directors during the Year. The Group has adopted the directors' training package, "Toolkit on Directors' Ethics", which was jointly developed by the Independent Commission Against Corruption and the Hong Kong Business Ethics Development Centre. It aims to ensure the directors' awareness of corruption, fraud, conflict of interest, cross-border bribery, shell listing and insider trading. During the Year, the Group is not aware of any violation cases against its employees or Board members. The Group organized an online seminar hosted by the Independent Commission Against Corruption and anti-corruption training courses on online learning platform for employees, in order to maintain and improve their understandings on business ethics and practices against corruption. After taking the courses, employees are required to pass the post-course tests to certify their training hours.

Intellectual property rights

The Group highly respects the efforts and rights of creators and intellectual property rights owners. On the basis of the Trade Marks Ordinance, Registered Designs Ordinance and Copyright Ordinance of Hong Kong and the Trademark Law and Patent Law of the PRC, the Intellectual Property Management System and the Supply Chain Management and Product & Service Quality Assurance Framework has been implemented to protect the intellectual property rights, including those of the Group and others. In the use of copyrighted works, employees should adhere to relevant provisions, while the Group will carry out irregular inspections to avoid infringement. To perform the respect to the efforts of its intellectual property rights, the Group has registered its technology innovations, trademarks and designs.

除了管理日常營運中員工的行為，本集團亦於本年度向員工及董事會提供合共200小時的反貪污培訓。此外，本集團採用了由廉政公署和香港商業道德發展中心發行的《董事誠信實務指南》，旨在提高董事對貪腐、欺詐、利益衝突、跨境賄賂、空殼公司上市及內幕交易的警覺。於本年度，本集團未有得悉任何對員工或董事會成員提出的貪腐個案。為維持及提升員工對商業道德和反貪腐操守的認識，本集團舉辦了由廉政公署主持的線上研討會，以及在網上學習平台提供反貪污培訓課程，員工須通過課後測試以確認他們的培訓時間。

知識產權

本集團尊重創作者和知識產權擁有者的付出和權利，已在香港《商標條例》、《註冊外觀設計條例》、《版權條例》以及《中華人民共和國商標法》和《中華人民共和國專利法》的基礎上，訂立了知識產權管理體系和《供應鏈管理和產品及服務質素保證框架》，以保護本集團和其他知識產權擁有者的權利。員工在使用受版權保護的作品時，應遵守相關規例，本集團亦會不定期進行檢查，避免侵犯他人的權利。本集團尊重知識產權，並已為其科技創新、商標和設計進行註冊。

PRODUCT RESPONSIBILITY

Delivering quality jewellery products and service is one of the philosophies of the Group, not only to achieve sustainable growth but also to respond to customers' trust and support. To ensure the perfection in all rounds, the Group undergoes strict and well-managed monitoring of the supply chain and processing procedures. During the Year, the Group is not aware of any violations of product responsibility.

Supply Chain

Globalized supply chain extends the operational impacts from regional to international. By purchasing from sources around the world, the Group encounters a complex and diverse supply chain. To prevent improper and unethical procurements, the Group recognizes the eagerness of identifying and managing social and environmental risks therein. The Supply Chain Management and Product & Service Quality Assurance Framework has been established to maintain the high standards of operation and management in the supply chain. Suppliers selection standards and criteria are clearly stated to ensure the performance and ethical standards of all business partners, such as environmental protection, employees' health and safety, anti-corruption and labour standards. At the same time, suppliers are requested to operate environmentally friendly in order to be included in the list of qualified suppliers. Please see the below operational requirements.

- **Safety**
Implement safety policies and systems
Organize safety trainings
- **Environmental Protection**
Fully comply with environmental related laws and regulations
- **Ethics**
Prohibit any benefits and misconduct in business transactions
Report unethical practices to the Group upon discovery

產品責任

提供優質的珠寶產品和服務是本集團的理念之一，不僅為了實現可持續發展，同時亦為回應客戶的信任和支持。本集團嚴格監控和妥善管理供應鏈和加工程序，確保能提供最好的產品及服務。於本年度，本集團並不知悉任何違反產品責任的事宜。

供應鏈

供應鏈全球化使地區性的營運影響擴展至國際層面。本集團因從世界各地採購而處於複雜具多樣性的供應鏈。為防止不正當和不道德的採購，本集團了解到識別和管理當中的社會和環境風險的迫切性，並已建立《供應鏈管理和產品及服務質素保證框架》，以維持高標準的供應鏈運作和管理。透過明確規定挑選供應商的標準和要求，確保所有合作夥伴的表現和道德標準，當中包括環境保護、員工健康和 safety、反貪污和勞工準則等。與此同時，供應商需以環境友好的方式營運，以列入合格供應商名單。請參閱以下操作要求。

- **安全**
實施安全政策及系統
舉行安全培訓
- **環境保護**
完全遵守環境相關法例及法規
- **道德**
禁止商業交易中任何利益輸送及不當行為
發現不道德操作時向本集團報告

OUR OPERATING PRACTICES (CONTINUED)

我們的營運慣例(續)

To help suppliers understand and meet the basic expectations of the Group, the Safety Plan and Letter to Suppliers and Business Partners are in place to promote sustainable and responsible practices. Besides, the Group has prioritized sourcing of diamonds due to the potential ethical risks, such as forced labour or human rights violations against diamond mining workers. As to drive positive industry practice, suppliers from Kimberley Process are the only sources of the Group's diamonds, thereby to track from mines to markets and ensure the elimination of conflict diamonds in the global trade. The Group also requests its suppliers to integrate sustainable and responsible practices into their business operations. It will only select those fulfil the requirements and standards formulated as the qualified suppliers. After collecting tenders, the Group evaluates and selects suppliers who meet the selection and management standards established, in the aspects of governance, environmental and social. Annual review will be conducted to ensure their compliance with internal and external regulations. The selection and monitoring mechanisms are applicable to all suppliers.

Quality Assurance

Beyond managing the supply chain for sustainable and ethical sources of materials, the Group's Purchasing Management Policy and Procurement Control Procedures have further maintained the product quality with the processes for tenderer selection. With the oversight of the Purchasing Management Team, in line with the Supply Chain Management and Product & Service Quality Assurance Framework, the Group strictly controls the product quality and ensures continual improvement of the performance of both the suppliers and the Group.

為協助供應商了解和達到本集團的基本期望，本集團制定了《安全計劃》及《致供應商及業務合作夥伴之信件》，以推動可持續和負責任的運作。此外，考慮到強制勞工或侵犯鑽石開採工人的人權等潛在道德風險，本集團優先關注鑽石採購，並為推動積極的行業慣例，僅向遵從金伯利進程之供應商採購鑽石，以追蹤鑽石從礦山到市場之情況，以及確保衝突鑽石不會進入全球貿易市場。同時，供應商亦需將可持續和負責任的操作納入其業務營運中，當中只有符合要求和標準的供應商會被列為合格供應商。本集團會於招標後，根據已訂定的管治、環境和社會範疇的挑選和監管準則，評估和選擇符合要求的供應商。本集團亦會按內部及外部規例進行年度審查，以確保其合規性。相關挑選和監管機制均適用於所有供應商。

質量監控

除了旨在達到可持續和合乎道德的材料來源的供應鏈管理外，本集團透過《採購管理政策》及《採購控制程序》，以及投標篩選之流程，進一步維持產品質量。在採購管理團隊的監督和符合《供應鏈管理和產品及服務質素保證框架》的前提下，本集團嚴格監控產品質量，確保供應商和本集團的表現得以持續改進。



Apart from quality management in the procurement process, the Group is adhered to local and international standards relevant to its manufacturing and distribution to ensure the profession and quality of products. The Group has achieved various accreditations as a result of its strict quality management systems.

除了採購過程中的質量管理外，本集團在製造及分銷時，亦遵循相關本地及國際標準，以確保產品的專業性和質量。本集團已因其嚴謹的質量管理體系獲得多項認證。

OUR OPERATING PRACTICES (CONTINUED)

我們的營運慣例(續)

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

Customer Service

The Group attaches the provision of quality product and service experience to customers to its development. On the basis of relevant industry standards and regulatory requirements, including the Sale of Goods Ordinance, Trade Descriptions Ordinance and Personal Data (Privacy) Ordinance of Hong Kong and the Law of the PRC on the Protection of Consumer Rights and Interests, the Group has further established policies and measures to safeguard the authenticity of product labels and information, as well as to boost customer satisfaction and secure the data privacy.

客戶服務

本集團認為提供優質產品和服務體驗予客戶是企業發展的重要一環。本集團在相關行業標準，以及香港《貨品售賣條例》、《商品說明條例》、《個人資料(私隱)條例》和《中華人民共和國消費者權益保護法》的規例基礎上，進一步訂立政策和措施，以確保產品標籤和信息的真實性、提高客戶滿意度及保障數據隱私度。

OUR OPERATING PRACTICES (CONTINUED)

我們的營運慣例(續)

Highlight

The Group strives to provide high quality service and products to customers. With stringent management and procedure of quality assurance along with the expertized service provided by professional employees, the Group has been widely recognized by the market with numerous service awards received.

Apart from being certified as Quality Tourism Services (QTS) Scheme Retail Shop by the Hong Kong Tourism Board for 20 consecutive years, its employees have been awarded 2021 Service Talent Award – Staff Awards issued by The Hong Kong Retail Management Association (HKRMA) as compliments of their effort.

Once again, the Group won HKRMA 2021 Quality Service Retailer of the Year Grand Awards (Chain Stores) – Silver Award.

Being awarded by the prestigious associations is an honour given on the service provided.

Pursuing excellence, the Group will always do its best to perfect its performance and serve the customers with sincerity.

焦點

本集團致力為客戶提供優質服務及產品。本集團憑藉嚴格的管理和品質保證程序，以及專業員工提供的專業化服務，獲得市場的廣泛認可和多個服務獎項。

除了連續20年獲得香港旅遊發展局認證為「優質旅遊服務」計劃零售商戶外，員工更榮獲香港零售管理協會頒發的2021傑出服務獎－員工獎，以表彰他們的努力。

此外，本集團再次榮獲香港零售管理協會2021最佳優質服務零售商（連鎖店）－銀獎。

就提供的服務獲得著名協會的獎項是一大榮譽。

本集團會繼續竭盡全力追求卓越，精益求精，以真誠服務客戶。

With the ongoing outbreak of COVID-19 and its variants, the Group pays much attention to the protection of its employees and customers. Prevention measures and disinfection have been undertaken in its shops and offices to safeguard people of all kinds. In addition, the shop would be closed for sterilization once a confirmed case is reported, and reopen only if all employees of the shop are self-tested negative.

因應2019冠狀病毒病及其變種帶來的反覆疫情，本集團十分關注員工和顧客的健康，已於店舖和辦公室採取預防措施和消毒措施，以保護各方。同時，一旦曾到訪店舖的人士確診，該店舖將暫停營業並進行消毒，直至該店舖的所有員工快速測試結果呈陰性時，才重新營業。

OUR OPERATING PRACTICES (CONTINUED)

我們的營運慣例(續)



Product labelling and advertisement 產品標籤及廣告

Information such as products' origins and quality accreditations are attached to the products for the good of customers. Regarding advertising matters, internal checks are carried out to ensure the accuracy and completion of information before publication.

所有產品的來源和質量認證等信息均附在產品上，以保障客戶。針對廣告事宜，本集團會在發佈前進行內部檢查，以確保資料的準確性和完整性。



Customer satisfaction 顧客滿意度

Beyond providing quality products, good customer relationship is also essential to maintain customer satisfaction. A series of training and workshops are provided to employees to equip with skills on handling complaints about products, services and repairs, with respect to the Complaints Handling Guideline.

除了提供優質產品，良好的客戶關係對維持客戶滿意度亦非常重要。根據《處理投訴指引》，本集團會為員工提供一系列培訓和研討會，幫助員工裝備有關處理產品、服務和維修投訴的技能。

Besides, the Group is committed to responding promptly and improving its performance continuously with customers' feedback and opinions from channels, including shops, emails, service hotline and social media platforms.

此外，本集團承諾及時回應店舖、電郵、服務熱線及社交媒體平台等渠道的客戶反饋及意見，並持續改善自身表現。

During the Year, the Group received a total of 53 complaints, of which 49 from Mainland China and 4 from Hong Kong. All complaints were dealt with promptly in accordance with the Group's Complaints Handling Guideline. If a complaint is made against the service provided, the Group will carry out inspection and provide training to employees for further improvement.

於本年度，本集團共接獲53宗投訴，其中49宗來自中國內地，4宗來自香港，均按《處理投訴指引》及時處理。如有任何針對所提供服務的投訴，本集團會隨即進行調查，並為員工提供培訓，以作改善。



Data privacy 資料私隱

To secure the data collected, the Group has formulated the Exclusive and Confidential Information Policy and the Privacy Policy to prevent leakage and unauthorized use of data and information, including but not limited to confidential information disclosure to third party. It strives to protect customer data obtained from all channels. The Privacy Policy is publicly available on the Group's website for customers' reading at any time.

本集團已制訂《專屬和機密資訊政策》及《私隱政策》，將所收集數據保密，並防止洩露和未經授權使用數據及資料，包括但不限於向第三方披露機密資料。同時，本集團致力保護從所有渠道獲取的顧客資料，而《私隱政策》已上載本集團網站供顧客隨時查閱。



Prevention 預防

Provide body temperature screening for employees and visitors
為所有員工和訪客進行體溫檢查

Require employees and customers to wear mask and maintain safe social distance
員工和顧客須佩戴口罩並保持安全社交距離

Encourage the use of contactless payment methods
鼓勵使用非接觸式付款方式

Provide hygiene amenities
提供衛生設備

Put up prevention notices in prominent positions
在當眼位置張貼預防告示



Disinfection 消毒

Disinfect high contact surfaces with an appropriate diluted bleach solution or disinfectant
使用適量的稀釋漂白溶劑或消毒劑消毒接觸度高之表面

Disinfect products thoroughly after customers' fitting
顧客試戴後對產品進行消毒

Clean air filters and ducts to ensure good ventilation and air-conditioning systems
清潔空氣過濾器及管道，以確保良好的通風和空調系統

Highlight

Whilst the decrease in positive cases have loosened tension in society, the Group continued to undertake various prevention measures and serve its customers with perseverance.

During this hard time, the Group organized training and workshops for employees to understand the market changes and strengthen their product knowledge and customer service skills. A wedding expert was invited to share and inspire employees with the desire of bringing happiness to both customers and themselves.

焦點

即使社會的緊張情緒隨確診病例減少有所減輕，本集團仍繼續採取各種預防措施，堅持不懈地為客戶服務。

在此艱難時期，本集團為員工舉辦培訓及工作坊，助其了解市場變化，加強對產品的認知和客戶服務技能。此外，本集團邀請了一位婚禮專家進行分享，以及激勵員工為顧客和自己帶來幸福。

OUR PEOPLE

我們的員工

Performance

- Refinement of the Employee Handbook
- Encouragement of vaccination and implementation of prevention measures against COVID-19

年度表現

- 完善《員工手冊》
- 鼓勵疫苗接種並實施針對2019冠狀病毒病的預防措施

Employees is a crucial factor in the success of an organization. The Group attributes its perspective and sustainable development to the efforts and contributions of its employees. On this ground, the Group strives to foster an inclusive, diverse, safe and healthy workplace with respect and care. Employees are also given opportunities to acquire and enhance new skills for continued development.

員工是企業成功的重要因素，本集團具遠景和可持續的發展歸功於其付出和貢獻。在此基礎上，本集團致力於營造一個包容、多元化、安全和健康的工作場所，並給予尊重和關懷。同時，員工亦有機會獲得和提升自身技能以實現其持續發展。

EMPLOYMENT

A well-established employment system can attract and retain talents. The Group's stringent employment requirements and excellent remuneration packages help recruit talents and build their sense of belonging. On the basis of complying with regulatory requirements applicable in all operating sites, including the Labour Law and Labour Contract Law of the PRC, Employment Ordinance and Employees' Compensation Ordinance of Hong Kong, and Labour Relations Law of Macau, the Group regularly updates its Employee Handbook to comply with latest legislation, in order to safeguard the rights and obligations of employees. It stipulates regulations on compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination and all relevant benefits and welfare.

僱傭

完善的僱傭制度能夠吸引和留住人才。本集團嚴格的僱傭要求和優厚的薪酬待遇有助於招聘人才，並建立其歸屬感。在遵守《中華人民共和國勞動法》、《中華人民共和國勞動合同法》、香港的《僱傭條例》、《僱員補償條例》，以及澳門的《勞動關係法》等適用於所在經營點的法例要求的基礎上，本集團會定期按最新的法例法規，更新《員工手冊》中的規例，其包括了薪酬和解僱、招聘和晉升、工作時間、休息時間、平等機會、多元化、反歧視和所有相關福利的規定，以保障員工的權利和義務。



Recruitment and dismissal 招聘及解僱

Recruitments are carried out in a fair and open manner in accordance with applicable internal and external regulations. To avoid the mis-recruitment of child labour, the Human Resource Department undertakes prudent verification checks on applicants' identity documents during the recruitment process.

招聘過程是根據內部和外部規例，以公平及公開的方式進行。為避免誤聘童工，人力資源部會在招聘過程中審慎核查申請人的身份證明文件。

When voluntary or involuntary termination of employment is requested, the Group will activate the procedures in the Employee Handbook to protect the rights of both the Group and employees. Forced labour is prohibited by the Group in its operations.

當需自願或非自願地終止僱傭關係，本集團會按《員工手冊》中訂定的程序進行，以保障本集團和員工的權利。本集團在其經營活動中禁止強制勞工。

The creativity and knowledge of a diverse workforce help overcome challenges and seize opportunities. As an inclusive employer, talents from different backgrounds, experiences, cultures, religions and generations are welcomed.

多元化團隊的創造力和知識有助於克服挑戰，並抓住機遇。作為一個具包容性的僱主，本集團歡迎來自不同背景、經歷、文化、宗教和年齡層的人才。



Remuneration and benefits 薪酬及福利

The Group values the maintenance of employees' competitiveness in the labour market. It reviews and adjusts their remuneration packages based on their performance and abilities.

本集團重視維持員工的市場競爭力，根據他們的表現和能力檢視及調整薪酬待遇。

In addition to group medical insurance, travelling insurance, etc. as the basic benefits and allowances, employees are offered with education reimbursement, discounted rate on the Group's jewellery products and other welfare. Also, housing allowance is available for Hong Kong employees assigned to the Mainland China, whereas meal allowance for Mainland employees.

除了團體醫療保險、旅遊保險等基本福利和津貼，員工亦享有教育費用報銷、本集團珠寶產品購物優惠及其他福利。此外，派往中國內地的香港員工可享有房屋津貼，而內地員工則可享有膳食津貼。

Keep abreast of the times, the Group provides private and furnished breastfeeding rooms for its employees at Hong Kong and Guangzhou offices.

本集團與時並進，為香港及廣州辦公室的員工提供獨立和配套齊全的哺乳室。

OUR PEOPLE (CONTINUED)

我們的員工(續)



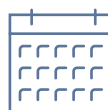
Promotion 晉升

The Group provides equal opportunities to employees regarding their qualification, capability, performance, attitude and other relevant criteria.

本集團按照員工的資歷、能力、表現、態度及其他相關標準，提供平等的晉升機會。

Employees are reached through end-of-probation appraisals, annual appraisals and special appraisals. With the two-way communications, they are given expectations of the Group and motivational feedback, such as the granting of bonuses and promotions.

本集團通過試用期滿評核、年度評核和專項評核與員工進行溝通。透過雙向溝通，員工可了解到本集團的期望和回饋，例如發放花紅及晉升機會。



Rest periods 假期

Employees are entitled to statutory holidays and kinds of paid holidays, including annual leave, marriage leave, maternity leave, paternity leave, bereavement leave, birthday leave, anniversary leave and compensation leave.

員工可享受有法定假期及各種帶薪假期，包括年假、婚假、產假、侍產假、喪假、生日假、周年假及補償假。

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

所有加班工作均以補假或加班津貼的形式補償。

Committing to maintaining equal opportunities and diversity in the workforce, the Group prohibits all forms of discrimination, including but not limited to gender, age, nationality, marital status, regarding the Sex Discrimination Ordinance, Disability Discrimination Ordinance, Race Discrimination Ordinance and Family Status Discrimination Ordinance of Hong Kong. Additionally, guidelines are indicated in internal policies and documents for the use of preventing sexual harassment and reporting suspected cases to the Human Resources Department. The policies and mechanisms are reviewed periodically in accordance with the market trends and changes in national and international regulations. During the Year, the Employee Handbook has been refined for the good of employees.

With the rigorous internal and external regulations, the Group has not received any employment-related violation cases during the Year. The Group is committed to maintaining the high standards of the employment system to ensure the rights or obligations of all relevant parties. If there is violation case received, the Group will handle in accordance with policies and mechanisms established. For example, the Group will immediate stop the recruitment process, or impose punishment on employees who violated the policies.

本集團承諾維持員工的平等機會及多元化，並以香港的《性別歧視條例》、《殘疾歧視條例》、《種族歧視條例》及《家庭崗位歧視條例》為根基，禁止一切形式的歧視，包括但不限於性別、年齡、國籍、婚姻狀況。與此同時，內部政策和文件中已有預防性騷擾和向人力資源部報告可疑案件的明確指引。本集團會根據市場趨勢及國家和國際規例的更新，定期檢視政策和機制。本集團於本年度以員工利益為依歸完善了《員工手冊》。

透過嚴格的內部及外部法規，本集團於本年度未有接獲任何與僱傭相關的違規個案。本集團會致力維持高標準的僱傭制度，以確保各方的權利或義務。如有任何違規情況，本集團會根據已訂定的政策及機制處理，例如暫停招聘程序和對違規員工作出處分。

TRAINING AND DEVELOPMENT

To keep up with the ever-changing situations across the world and markets, the Group advocates the continuous enhancement of knowledge and skills. As indicated in the Employee Handbook, employees are provided with numerous on-the-job training opportunities. With different needs of departments and positions, a series of training programmes was organized during the Year. Under the prolonged pandemic, the mobile learning platform and intranet provides online training and engagement for employees on the front end, and reporting and tracking for the Group on the back end effectively.

培訓及發展

為緊貼瞬息萬變的世界和市場，本集團提倡持續提升知識和技能。《員工手冊》已列明本集團為員工提供的大量在職培訓機會，並已於本年度針對不同部門和崗位的需求，組織一系列培訓項目。在疫情的長期影響下，流動學習平台和內聯網為前線員工提供了在線培訓及參與，亦為本集團提供有效的報告及追蹤後端支援。

<p>On-the-job trainings 在職培訓</p>	<ul style="list-style-type: none"> — The Group's branding 本集團品牌管理 — In-depth knowledge of the Group's main and new products 本集團主要和新產品的深入知識 — Wedding knowledge 婚禮知識 — Salesmanship 銷售技巧 — Professional image 專業形象 — Communication and presentation skills improvement 溝通和表達技巧提升 — Safe operation 安全操作 — Gold jewellery welding 黃金首飾焊接 — Hong Kong Retail Management Association competition preparation 香港零售管理協會比賽籌備
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OUR PEOPLE (CONTINUED)

我們的員工(續)

<p>New employee trainings 新員工培訓</p>	<ul style="list-style-type: none"> — The Group's Vision, Mission and Value 本集團願景、使命及價值 — Retail business 零售業務 — On-boarding production safety 入職生產安全
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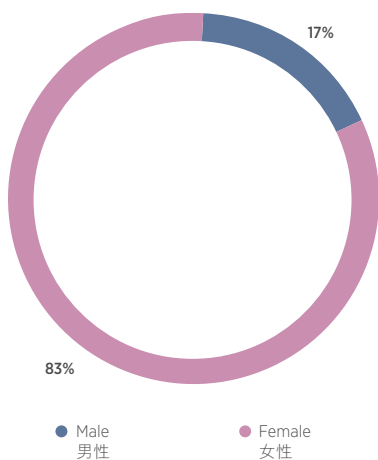
Beyond the vocational training programmes, the mentorship system helps new employees pick up their duties and join the harmonious working community of the Group. Face-to-face trainings and meetings are carried out to help them equip with skills to overcome the challenges.

除了職業培訓計劃，師友制度亦協助新員工履行其職責，加入共融的工作環境，而面對面的培訓和會議，則有助員工掌握技能，克服挑戰。

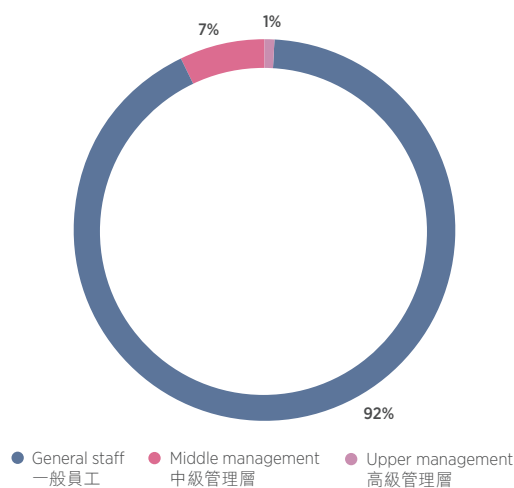
1,935 employees completed training during the Year, which accounts for 81% of the total number of employees, leading to 9.1 average training hours completed per employee.

於本年度，共有1,935名完員工完成培訓，佔總員工人數81%，而人均受訓時數為9.1小時。

Percentage of trained employees by gender
各性別受訓員工百分比



Percentage of trained employees by employment level
各僱傭職級受訓員工百分比



OCCUPATIONAL HEALTH AND SAFETY

Being a responsible enterprise, employees' health and safety are always prioritized. The Group pledges to maintain a high-standard safety management system with regard to the relevant regulatory requirements, including but not limited to the Production Safety Law of the PRC and Occupational Safety and Health Ordinance of Hong Kong, as well as the latest safety procedures and guidelines.

In order to maintain the health and safety in and outside the workplace of over 2,000 employees, the Group has formulated the Safety Policy and Personal Protection Plan. As stipulated in the policies, employees are provided with information on the potential occupational disease risks, as well as the training and protective equipment against hazards. For example, factory employees are required to be valid holders of the "Certificate of Gas Welding Safety Training" to prevent industrial accidents due to insufficient knowledge and improper handling of gears. A series of guidance is also provided to remind and instruct the operations, together with irregular evacuation drills to practice and keep their eyes peeled.

Additionally, mental health is another focus of the Group to encourage positivity in the workplace. Free trial yoga class and staff discount for yoga courses are available for employees to relax and exercise so as to improve their mental and physical health.

To further protect employees from dangers, an annual review of the safety system and policies are conducted by the safety consultant. At the same time, the Safety Committee, formed by the management, the frontlines, head office and maintenance centre staff in Hong Kong, meets with the safety consultant quarterly to review and ensure the effectiveness of systems and policies. The systematic management and monitoring results in the development of an action plan with the involvement of employees.

職業健康與安全

作為一間負責任的企業，本集團一直把員工健康和 safety 放在首位，並承諾維持高準則的安全管理體系，以符合相關監管要求，包括但不限於《中華人民共和國安全生產法》、香港的《職業安全及健康條例》和最新的安全程序和指引。

本集團已制定《安全政策》及《個人防護計劃》，保障逾 2,000 名員工在工作場所內及外的健康和 safety，向員工提供有關潛在職業病的風險資訊，以及針對危害的培訓課程和防護裝備。例如，本集團要求廠房員工必須持有有效的《氣體焊接安全訓練課程證書》，以防止因知識不足和操作不當造成的事故。此外，本集團亦提供一系列指引，在不定期舉行疏散演練的同時，提醒及指導員工，以及供其練習和時刻保持警惕。

與此同時，本集團亦專注員工的心理健康以推行正面的工作場所，為員工提供瑜伽課程免費試堂和員工折扣，讓其放鬆身心及鍛煉身體，改善身心健康。

為了進一步保護員工免於危險，安全顧問會對安全系統及政策進行年度審核。同時，由管理層、前線員工、總部及維修中心的員工組成的香港的安全委員會，會於每季度與安全顧問會面，審視並確保制度和政策的有效性，而此系統化管理和監控是為員工參與其中的計劃的一大成果。

OUR PEOPLE (CONTINUED)

我們的員工(續)

Highlight	焦點
<p>Repeated outbreaks of COVID-19 put society into danger. The Group is aware of the concerns of its employees regarding their health and safety. The Coronavirus Working Guidebook is in place to prevent and control the spread of infection in workplaces.</p>	<p>反覆的2019冠狀病毒病將社會置於危險之中。本集團明白員工對其健康和安全的擔憂，因而訂立了《應對冠狀病毒疫情的工作指引》，以預防及管控於工作場所的傳播。</p>
<ul style="list-style-type: none">• Provide guidance in handling different situations, such as employee illness, infection, and having infected individuals in the living or working environment• Implement work-from-home policy• Hire professional cleaning companies for deep cleaning	<ul style="list-style-type: none">• 提供不同情況的處理指南，例如員工生病、感染病毒，以及在生活或工作場所發現感染者• 實施在家工作政策• 聘請專業清潔公司進行深度清潔
<p>The Group deeply believes in the importance of vaccination to prevent the spread of disease or protect against severe consequences after being infected. To encourage vaccination, the Group introduced paid vaccination leave and lucky draw together with health talk, on-site doctor consultation service and various activities to ease the employees' worries over the side effects.</p>	<p>本集團深信接種疫苗有助於預防疾病傳播或感染後的嚴重後果。為鼓勵接種疫苗，本集團推出帶薪接種假、抽獎、健康講座、現場醫生諮詢服務及其他活動，以紓緩員工對其副作用的憂慮。</p>

During the Year, a total of 8 work-related injuries occurred, which mostly results in sprained ankle. Once received the cases, the Group assigned designated employees to follow up in a timely manner, as well as report to the relevant authorities and insurance brokers for further handling. To prevent the recurrence of cases, enhancement measures have been carried out, including improvement of protective equipment and safety education. At the same time, the Group is not aware of any violations towards the occupational health and safety related regulatory requirements.

本年度共發生8宗因工受傷個案，主要為腳踝扭傷，本集團於接獲個案後，指派專人及時跟進，並通知有關政府部門和保險經紀公司，以作進一步處理。為防止事故再次發生，本集團已採取改善措施，包括改善防護裝備和進行安全教育。同時，本集團未有得悉任何違反職業健康與安全相關法例法規的個案。

OUR ENVIRONMENT

我們的環境

Performance	年度表現
<ul style="list-style-type: none">• Formulation of a more comprehensive Environmental Policy• Recognition of the efforts on environmental conservation	<ul style="list-style-type: none">• 訂立更全面的《環境政策》• 環境保護工作的認可

Frequent occurrence of environmental degradation and extreme weather have led to severe impacts on survival of all creatures. With the increasing scarcity of natural resources as a result of environmental crisis, the Group advocates the conservation of vulnerable environment with its Environmental Policy. At the same time, a taskforce has been set up to raise the environmental awareness and develop measures on reducing its impacts on the surrounding environment.

With the establishment of national and global targets on environmental conservation, such as carbon neutrality, the Group recognizes the importance of setting up relevant environmental targets to keep up with the world. With the commitment of reducing energy consumption, carbon emissions, waste generation and water consumption, the Group has formulated strategical plan in line with the target of environmental conservation and will review from time to time for perfecting the management and establishment of eco-friendly business operations.

日益頻繁的環境退化和極端天氣對所有生物的生存有嚴重影響。在環境危機引致天然資源日益稀缺的情況下，本集團透過其《環境政策》倡導保護脆弱的環境，同時成立了工作小組，以提高環保意識及訂定減低對周遭環境帶來影響的措施。

隨著碳中和等國家和國際環境保護目標的制訂，本集團了解到訂立相關環境目標以與世界保持相同步伐的重要性。本集團致力於減少能源消耗、碳排放、廢棄物生產和水資源使用，制定了符合環境保護目標的策略規劃，並透過不時檢討，完善監管和建立綠色業務營運。

OUR ENVIRONMENT (CONTINUED)

我們的環境(續)

Highlight

With the growing concerns of climate change and other environmental issues, the Group has established internal policy and measures to minimize its environmental impacts with the ultimate goal of protecting the nature. In its efforts to conserve the natural resources and reduce its impacts, the Group has been recognized by parties on the journey of sustainability.

The Group was awarded the “100% HK Branding Award 2021 – Outstanding CSR in Environmental Conservation” to appreciate its efforts on its corporate social responsibilities, especially on environmental conservation. The Group strongly believes the importance of protecting the natural environment for the good of next generations. With the commitment of sustaining its business development and the environment, the Group strives to develop comprehensive management and monitoring systems to create a better world for the future.

焦點

隨著對氣候變化和其他環境問題的關注度增加，本集團制定了內部政策和措施，以自然保育為最終目標，致力減少對環境的影響。在可持續發展的旅途上，本集團針對保護天然資源和減少其影響所付出的努力，獲得了各方的認可。

本集團獲頒「大中華百分百香港名牌大獎2021—CSR傑出企業社會責任環保獎」，以表揚其在企業社會責任的表現，尤其在環境保護方面所付出的努力。本集團堅信保護大自然對後代的重要性，致力於維持其業務發展及環境保護的同時，建立全面的管理及監管系統，為未來締造更美好的世界。




USE OF RESOURCES

With the continuous growth of global population and rapid urban and economic development, there is an increasing pressure put on the natural resources, such as energy and water resources. The Group understands its obligations on developing a sustainable business model to reduce the waste of resources as well as monitor the consumption. The Group has participated in the Green Office Awards Labelling Scheme organized by World Green Organization and the Charter on External Lighting initiated by the Environment Bureau of Hong Kong. It strives to reduce the energy consumed in the indoor and outdoor environment as well as to minimize the impacts on the wildlife.

資源使用

隨著全球人口不斷增長及城市和經濟的迅速發展，為能源和水資源等天然資源帶來的壓力日益增加。本集團明白其在建立可持續營運模式時，減少資源浪費及管理使用情況的責任。本集團通過參與世界綠色組織舉辦之綠色辦公室獎勵計劃，和香港環境局發起之戶外燈光約章，努力減少室內和室外的能源消耗，並儘量減低對野生動物的影響。

Aside from taking part in different schemes and programmes, the Group has implemented various measures to enhance the utilization of resources and avoid unnecessary consumption. 除了參與不同的計劃及約章，本集團已實施多項措施，以提高資源利用率及避免不必要的消耗。

 <p>Energy 能源</p>	<ul style="list-style-type: none"> — Adopt higher energy efficiency and environmentally friendly electrical appliances 採用更高能源效益和環境友好型電器 — Use LED tubes in offices and shops 於辦公室和店舖使用LED光管 — Centralize the application of air-conditioning and lighting 集中空調和照明的應用 — Encourage switching off or activating energy-saving mode during lunch hours 鼓勵在午餐時間關閉設備或啟動節能模式 — Switch off idling devices and air-conditioners when not in operation or after office hours 於營業時間外或辦公時間後，關閉閑置的設備及空調 — Continue to explore gold melting equipment with higher energy efficiency 繼續探索更具能源效益的熔金設備
 <p>Water 水資源</p>	<ul style="list-style-type: none"> — Encourage the use of containers for cleaning mop and cloth 鼓勵使用容器盛水以清潔拖把及抹布 — Prevent excessive use of detergents 防止過度使用洗滌劑
 <p>Paper 紙張</p>	<ul style="list-style-type: none"> — Set double-sided paper printing as default 設定雙面打印為預設模式 — Implement e-offices 實施電子化辦公室 — Encourage the use of electronic supporting medium 鼓勵使用電子媒介

OUR ENVIRONMENT (CONTINUED)

我們的環境(續)

During the Year, energy consumption is majored by purchased electricity and followed by petrol, diesel, liquefied petroleum gas (“LPG”) and acetylene. As the pandemic is slowing down, offices and shops began to re-open with normal business hours that contribute to the growth in energy consumption.

於本年度，外購電力為主要能源消耗，其次為汽油、柴油、液化石油氣及乙炔。隨著疫情逐步放緩，本集團逐漸恢復辦公室和店舖的正常營業時間，令能源消耗量上升。

● 2021/22 ● 2020/21

MWh
兆瓦時



Water resources are consumed for sanitation, process and other miscellaneous uses without facing any issue in sourcing water that is fit for purpose. During the Year, water consumed by the factories, shops and offices was 19,251 cubic metres. Because of the successful implementation of water saving measures, the total water consumption was reduced by 20.7%.

本集團的水資源主要用於衛生、加工和其他雜項用途，而在求取適用水源方面沒有任何問題。於本年度，廠房、店舖及辦公室的耗水總量為19,251立方米，有效的節水措施使耗水總量減少了20.7%。

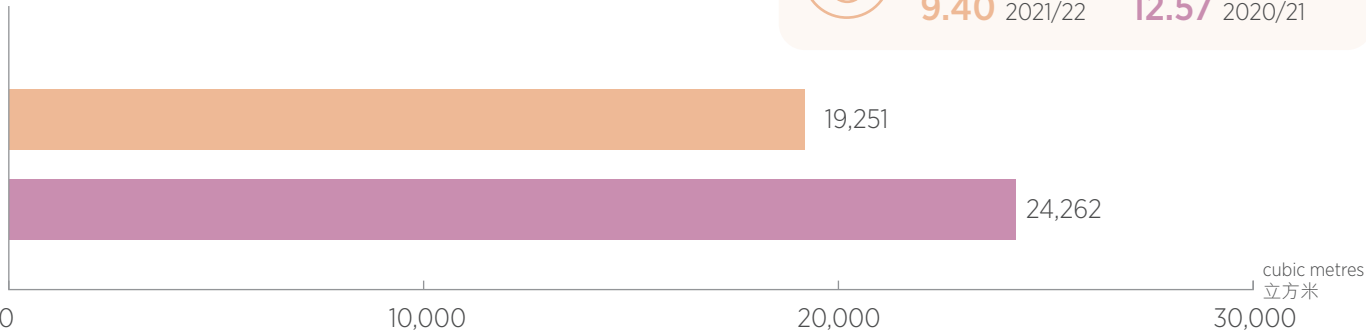


¹ The figure was restated with the enhancement of data collection systems and analysis.

¹ 因完善了數據收集系統及分析，此數據已經重列。

● 2021/22 ● 2020/21

Total water consumption
耗水總量



Water consumption intensity
耗水密度

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

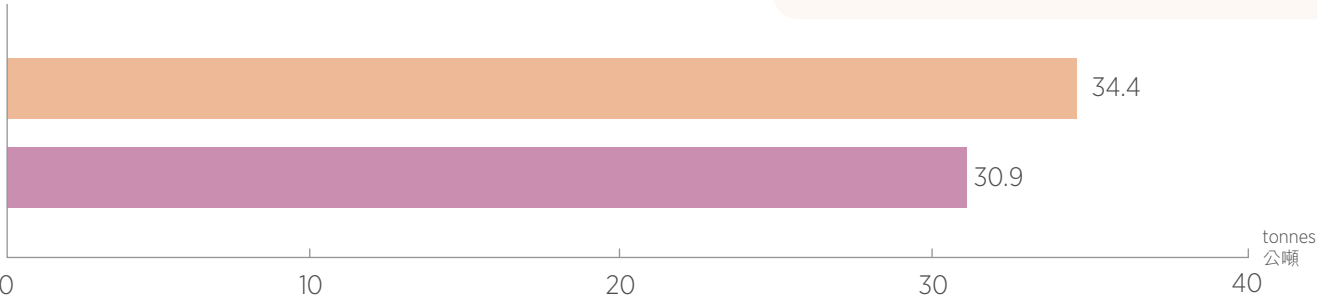
9.40 2021/22 **12.57** 2020/21

During the Year, the Group consumed a total of 34.4 tonnes packaging materials, with an intensity of 0.017 tonnes/HKD million turnover.

於本年度，本集團共消耗34.4公噸包裝材料，密度為0.017公噸/每百萬港元營業額。

● 2021/22 ● 2020/21

Total packaging materials consumption
包裝材料消耗總量



Packaging materials consumption intensity
包裝材料消耗密度

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

0.017 2021/22 **0.016** 2020/21

OUR ENVIRONMENT (CONTINUED)

我們的環境(續)

EMISSIONS

Regarding different regulatory requirements, including the Environmental Protection Law of the PRC, the Air Pollution Control Ordinance and Waste Disposal Ordinance of Hong Kong, the Group has formulated the Environmental Policy and is committed to minimizing its carbon emissions, thereby reducing its environmental impacts.

Climate change is no longer an independent issue for part of the world. The Group emphasizes the urgency of minimizing carbon emissions via reducing energy use and quantifying emission figures for comprehensive management and monitoring. For details of measures to reduce energy use, please refer to the “Use of Resources” section.

The quantitative process is based on the guidelines² issued by the Electrical and Mechanical Services Department of Hong Kong and the National Development and Reform Commission of the PRC. During the Year, the Group emitted 60.9 kg nitrogen oxides, 0.2 kg sulphur oxides and 5.0 kg respirable suspended particulates. There is a growth in air pollutants emissions due to the increasing consumption of vehicles.

排放物

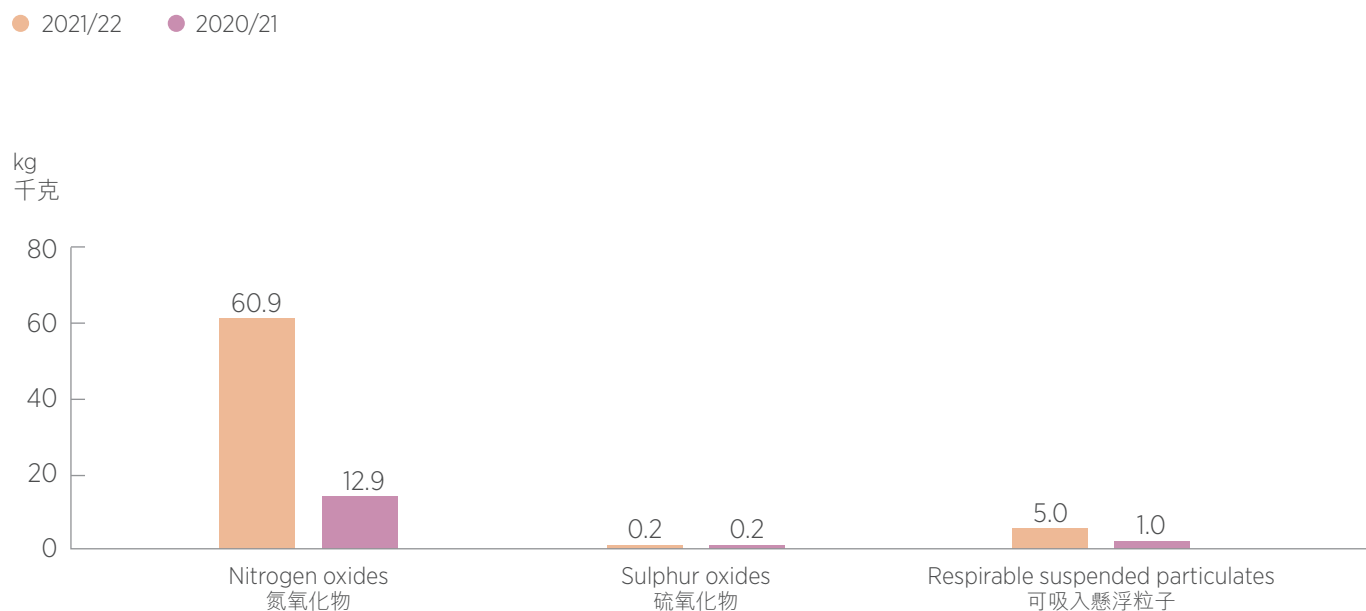
針對《中華人民共和國環境保護法》、香港的《空氣污染管制條例》及《廢物處置條例》等不同的監管要求，本集團已訂立《環境政策》，致力減低碳排放，從而減少對環境的影響。

氣候變化不再是只影響世界部分地區的議題。本集團重視通過減少能源使用和量化排放數據，以進行全面監管的迫切性。有關節能措施的詳情，請參閱「資源使用」章節。

量化的過程是根據香港機電工程署和中華人民共和國國家發展和改革委員會發佈的指引²進行。於本年度，本集團共排放60.9千克氮氧化物、0.2千克硫氧化物和5.0千克可吸入懸浮粒子。空氣污染物排放量增加乃由於車輛使用率上升。

² Guidelines to Account for and Report on Greenhouse Gas Emissions and Removals for Buildings (Commercial, Residential or Institutional Purposes) in Hong Kong and Guidelines for Accounting and Reporting Greenhouse Gas Emissions from Other Industrial Enterprises (Trial) in the PRC.

² 《香港建築物(商業、住宅或公共用途)的溫室氣體排放及減除的核算和報告指引》及中華人民共和國的《公共建築運營企業溫室氣體排放核算方法和報告指南(試行)》。



At the same time, due to the recovery of the Group's office and shop operations from the pandemic, greenhouse gas emissions increased by 19% during the Year. It is majored by the growth of electricity consumption as a result of the extension of shop opening hours.

同時，由於本集團的辦公室和店舖的運作逐步從疫情中恢復，延長了店舖的營業時間，導致耗電量上升，令本年度溫室氣體排放量增加了19%。

OUR ENVIRONMENT (CONTINUED)

我們的環境(續)

● 2021/22 ● 2020/21

tonnes of CO₂ equivalent
公噸二氧化碳當量

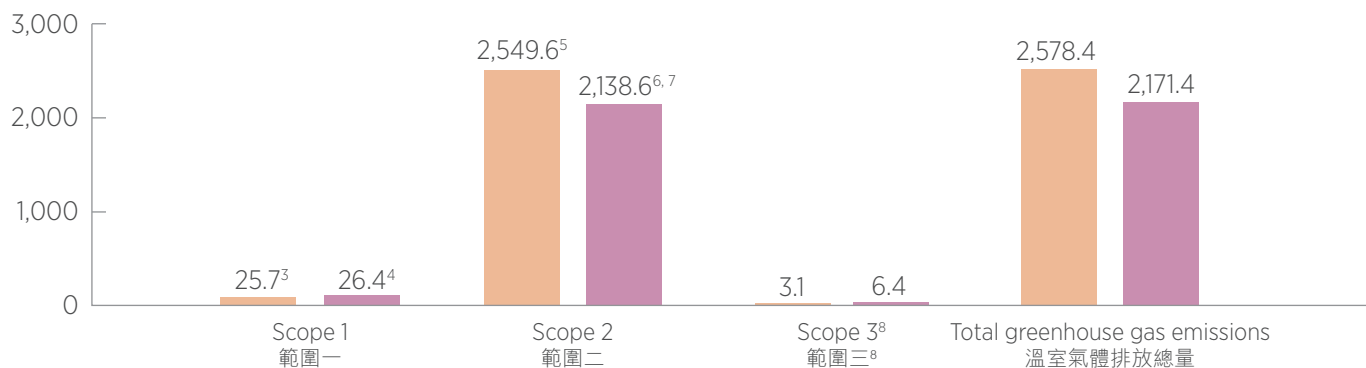


Greenhouse gas emissions intensity

溫室氣體排放密度

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

1.26 2021/22 **1.13** 2020/21



³ Including emissions from stationary source in Hung Hom and Panyu factories, mobile source in Hong Kong and Mainland offices and retail stores, and fugitive emissions from refrigerant.

⁴ Including emissions from stationary source in Hung Hom and Panyu factories, mobile source in Hong Kong and Mainland offices and retail stores.

⁵ Including indirect emissions from the generation of purchased electricity.

⁶ Including indirect emissions from the generation of purchased electricity of the Group and purchased town gas from Hung Hom factory.

⁷ The figure was restated with the enhancement of data collection systems and analysis.

⁸ Including indirect emissions from paper disposal, freshwater processing and sewage processing in Hong Kong.

³ 包括紅磡及番禺廠房的固定源排放、香港及中國內地辦公室及零售店舖的移動源排放，以及來自冷卻劑的逸散性排放。

⁴ 包括紅磡及番禺廠房的固定源排放、香港及中國內地辦公室及零售店舖的移動源排放。

⁵ 包括外購電力產生的間接排放。

⁶ 包括本集團外購電力及紅磡廠房購買煤氣產生的間接排放。

⁷ 因完善了數據收集系統及分析，此數據已經重列。

⁸ 包括在香港棄置紙張、處理食水及污水產生的間接排放。

The Group understands that recovering from the pandemic could lead to the growth of carbon emissions due to increasing electricity consumption. It is committed to enhancing the utilization of resources so as to reduce the carbon emissions during and after the pandemic.

Waste

Apart from reductions in carbon emissions and resources consumption, the Group advocates the diminishment of waste generation and recycling of resources. With the significant evidence on the deleterious effects of plastics, the Group has replaced plastic teaspoons with stainless steel teaspoons in offices. In addition, employees are encouraged to recycle and reuse the materials to extend the products life. For example, the Group has recycled 9.85 tonnes paper during the Year while encouraging paperless operations to reduce the paper consumption and disposal.

During the Year, a total of 45.2 tonnes non-hazardous waste and 1.2 tonnes hazardous waste were produced. The non-hazardous waste decreased by 18.3% because of the effective implementation of waste reduction measures. On the other hand, the hazardous waste increased by 0.8 tonnes due to the replacement of light bulbs, generation of e-waste and chemical waste. All hazardous waste generated were separated and collected by registered contractors or municipal waste sorting for further handling.

本集團明白從疫情中復甦之際，耗電量會上升，導致碳排放增加，因而承諾加強資源使用率，以減少疫情期間及之後的碳排放。

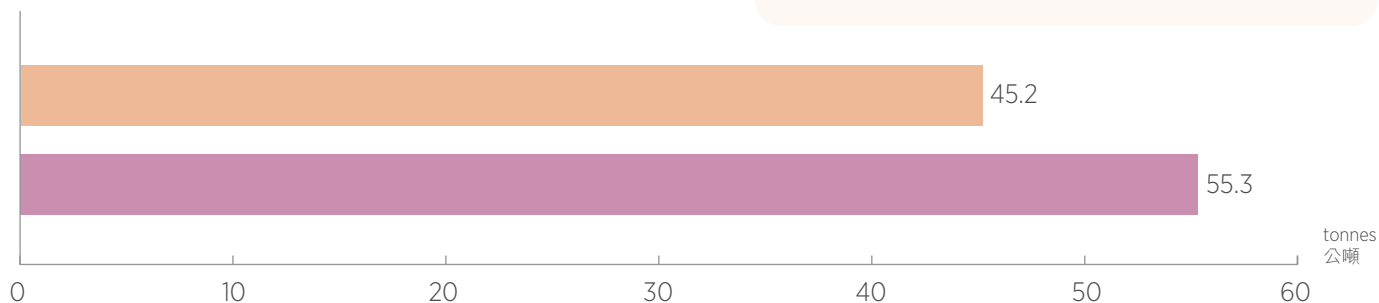
廢棄物

除了減少碳排放和資源消耗，本集團亦提倡減產廢棄物及資源回收。因應各種資料證明了塑料對環境的危害，本集團已將辦公室的塑料茶匙換成不銹鋼茶匙，並鼓勵員工回收和重複使用資源，以延長產品的生命週期。例如，本集團於本年度內已回收9.85公噸紙張，同時鼓勵無紙化營運，以減少使用和棄置紙張。

於本年度，本集團共產生45.2公噸無害廢棄物及1.2公噸有害廢棄物。無害廢棄物產生量因減廢措施有效地推行減少了18.3%。另一方面，有害廢棄物因更換燈泡、電子廢物和化學廢物，增加了0.8公噸。所有產生的有害廢棄物均由已登記之承辦商收集或進行都市廢物分類，以作進一步處理。

● 2021/22 ● 2020/21

Total non-hazardous waste
無害廢棄物總量



Non-hazardous waste intensity

無害廢棄物密度

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

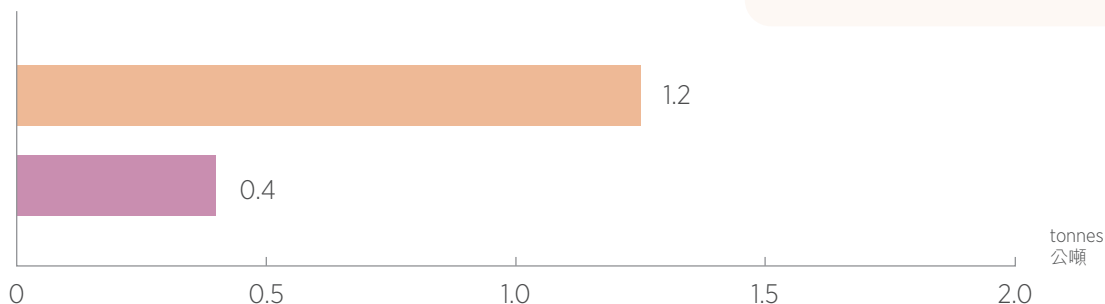
0.0221 2021/22 0.0287 2020/21

OUR ENVIRONMENT (CONTINUED)

我們的環境(續)

● 2021/22 ● 2020/21

Total hazardous waste
有害廢棄物總量



To prevent the damage from improper handling of sewage, the Group has established sewage treatment tanks to triple filter the wastewater produced before sedimentation. Also, sediment was collected by the professional sludge recyclers hired for recycling.

ENVIRONMENT AND NATURAL RESOURCES

Through recognizing the importance of environmental conservation, the Group strives to lessen its environmental impacts associated with its activities and operations. With regard to the Environmental Policy, the Group has implemented emissions reduction and resources conservation related measures to minimize its environmental impacts, such as the use of Forest Stewardship Council certified paper and encouraging the purchase of paper produced by responsible plantations.

On top of the policy and measures established, the Group will further identify and manage its environmental impacts with more comprehensive management system and key performance indicators for continual improvement.



Hazardous waste intensity

有害廢棄物密度

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

0.0006 2021/22 0.0002 2020/21

本集團已設置污水處理缸，在進行沉澱前進行三重生產污水過濾，以防止因污水處理不當而造成的損害。此外，淤泥會由專業淤泥回收機構進行回收。

環境及天然資源

本集團深明環境保育的重要性，致力減少其活動和營運的環境影響。在《環境政策》的基礎上，本集團已實行減排及保護資源的相關措施，以降低對環境的影響，當中包括使用森林管理委員會認證之紙張，以及鼓勵購買由負責任的造林地生產之紙張。

除了已制定的政策和措施外，本集團將進一步識別和管理其環境影響，建立更全面的監管體系和關鍵績效指標，持續改進自身表現。

CLIMATE CHANGE

Despite of the benefits from economic and social development, the impact on the nature is undeletable. Enormous evidence has pointed out the importance of managing one's environmental impacts as well as mitigating the risks followed by irrevocable changes in global climate. As such, the Group dedicates to constructing a sustainable community for future generations.

To minimize the Group's impacts that drive climate change, numerous measures have been introduced in the workplaces relating to the reduction in carbon emissions. For example, employees are encouraged to reduce the frequency of overseas business travel and practise green driving.

Aside from reducing the Group's operational impacts on the environment, it works on the mitigation of climate-related impacts to its business. The increasing events of extreme weather, such as frequent rainstorms and severe drought, bring consciousness on reducing and managing the climate-related risks, and hence implement precautionary measures. In the event of Black Rainstorm Warning and Typhoon Signal No. 8, guidelines and contingency plans have been formulated, as well as insurance coverage for fire, flood and typhoon damages to merchandise, furniture, fixtures and fittings.

Looking forward, the Group will continue to review the impact of climate change on its operations and implement mitigation controls for significant risks, as well as managing its daily operation to lessen its environmental impacts via various controlling measures.

氣候變化

儘管經濟及社會發展帶來了好處，但亦為大自然帶來不可磨滅的傷害。因應大量憑據明確指出管理環境影響及減輕因不可逆轉的全球氣候變化而存在的風險的重要性，本集團專注於為後代締造一個可持續的社區。

為盡量減低營運加劇氣候變化的負面影響，本集團在工作場所採取了多項減少碳排放的措施，例如鼓勵員工減少海外商務旅行頻率和實踐綠色駕駛。

除了降低營運帶來的環境影響，本集團亦致力紓緩氣候相關對業務的影響。近年頻繁發生的暴雨及早災等極端天氣事件，提升了本集團對降低和管理氣候相關風險的意識，繼而制訂預防措施。本集團已就黑色暴雨警告和八號颱風信號的情況，訂定指南和應變計劃，並購置包含火災、洪水及颱風對商品、家具、固定裝置及配件損壞的保險。

展望未來，本集團將繼續審視氣候變化對其經營的影響，以及對重大風險實行減緩措施，並通過各項控制措施管理日常經營，以減低環境影響。

OUR COMMUNITY

我們的社區

Sustainability refers to the balance between the aspects of economic, social and environmental. Along with the economic growth and environmental conservation, the Group is committed to aiding the community therein, fulfilling its corporate social responsibility and encouraging the participation in community activities through its Community Investment Policy. The Group addresses the community needs and helps various groups with its donations and voluntary activities undertaken with non-governmental organizations.

With the technological development that increase the use of electronic devices in one's daily life, the Group realizes the importance of aiding the needy via donating electronic devices. During the Year, the Group donated laptops to the Caritas Computer Workshop's Computer Refurbish Project. Upon overhauling, the laptops could be sold at affordable prices to benefit those in need, especially the students. Furthermore, the Group supports the Community Chest's oral health services by encouraging donation to its 2021/2022 Love Teeth Day.

To support the sustainable development of the jewellery industry in Hong Kong, TSLF is in place to serve the local community. With the purpose of nourishing the artisan heritage of the Group, TSLF also expanded its contribution in the area of supporting and promoting the development of creative industries over years. For the activities supported by TSLF during the Year, please refer to the section headed "The TSL | 謝瑞麟 Foundation" in the Company's 2021/2022 Annual Report.

Building a harmonious community, the Group dedicates to supporting the development of the community and constructing an inclusive society. The Group will continue to review and perfect the management and strategies for bringing positive impacts on its culture and community development.

可持續發展是指經濟、社會和環境三方面的平衡。在專注於經濟增長和環境保護的同時，本集團承諾透過《社區投資政策》協助當地社區，履行其企業社會責任，以及鼓勵參與社區活動。本集團會通過捐贈及參與非政府組織舉辦的義工活動，解決社區的需求和幫助各個團體。

隨着科技進步令電子產品在日常生活中變得不可或缺，本集團明白透過捐贈電子產品幫助有需要人士的重要性。於本年度，本集團通過捐贈手提電腦，支持明愛電腦工場的電腦再生計劃。經過檢修後，這些電腦會以可負擔的價格向有需要人士出售，尤其為學生。另外，本集團亦在香港公益金舉辦的公益愛牙日2021/2022透過捐款支持口腔護理服務。

本集團為支持香港珠寶業之可持續發展，成立了謝瑞麟基金，服務本地社區。以保育本集團傳統工藝為目標的同時，謝瑞麟基金亦於多年來一直支持和促進創意產業發展。謝瑞麟基金於本年度的相關活動可參考本公司2021/2022年報中「TSL | 謝瑞麟基金」的章節。

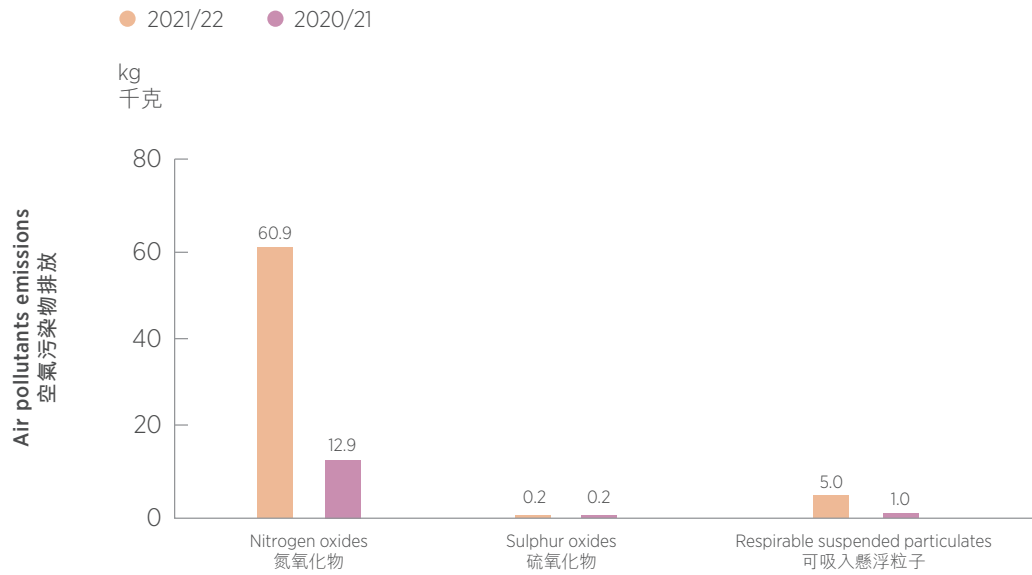
為建設共融的社區，本集團熱衷於支持社區發展，締造一個具包容性的社會。本集團會持續檢討及完善管理及策略，為集團文化及社區發展帶來正面影響。

KEY PERFORMANCE OVERVIEW

關鍵績效總覽

ENVIRONMENTAL PERFORMANCE OVERVIEW

環境表現總覽



KEY PERFORMANCE OVERVIEW (CONTINUED)

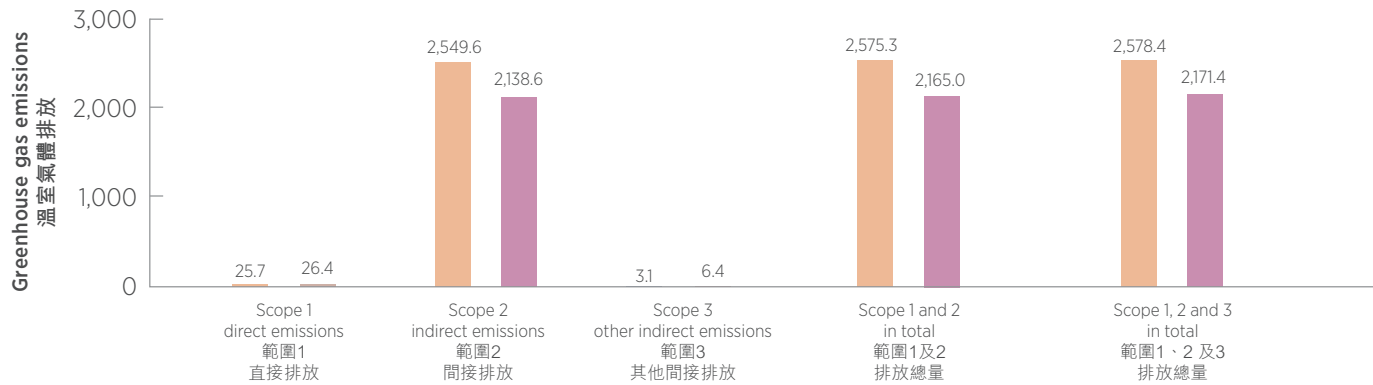
關鍵績效總覽(續)

● 2021/22 ● 2020/21

Greenhouse gas emissions intensity
溫室氣體排放密度
 tonnes of CO₂ equivalent/HKD million turnover
 公噸二氧化碳當量/每百萬港元營業額

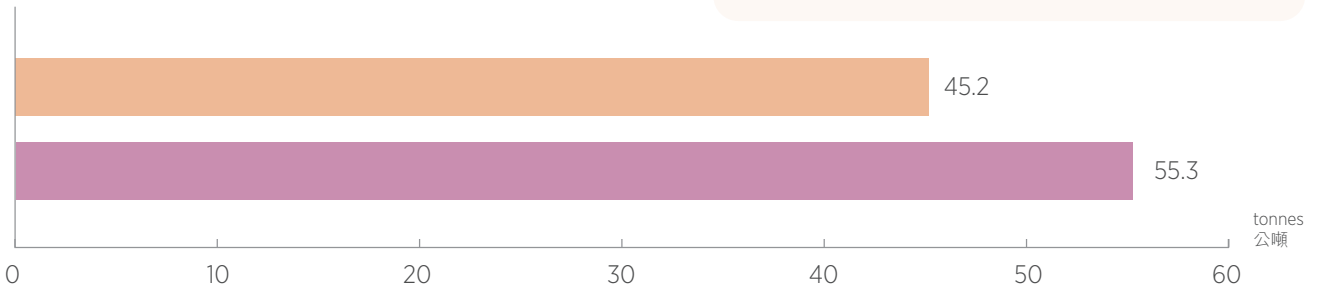
1.26 2021/22 **1.13** 2020/21

tonnes of CO₂ equivalent
 公噸二氧化碳當量



● 2021/22 ● 2020/21

Total non-hazardous waste
無害廢棄物總量



Non-hazardous waste intensity

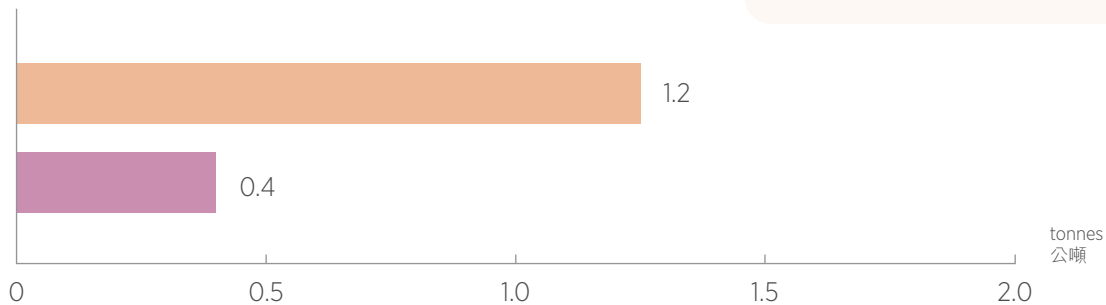
無害廢棄物密度

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

0.0221 2021/22 **0.0287** 2020/21

● 2021/22 ● 2020/21

Total hazardous waste
有害廢棄物總量



Hazardous waste intensity

有害廢棄物密度

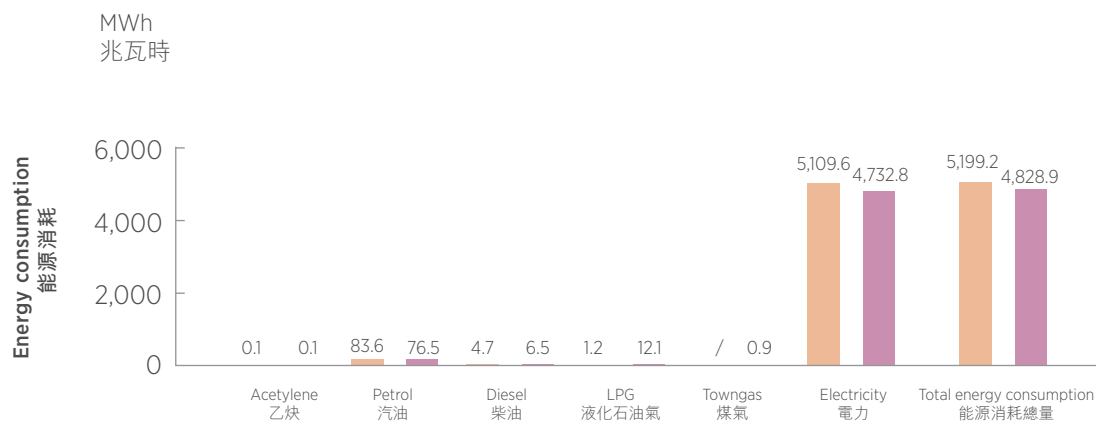
tonnes/HKD million turnover
公噸/每百萬港元營業額

0.0006 2021/22 **0.0002** 2020/21

KEY PERFORMANCE OVERVIEW (CONTINUED)

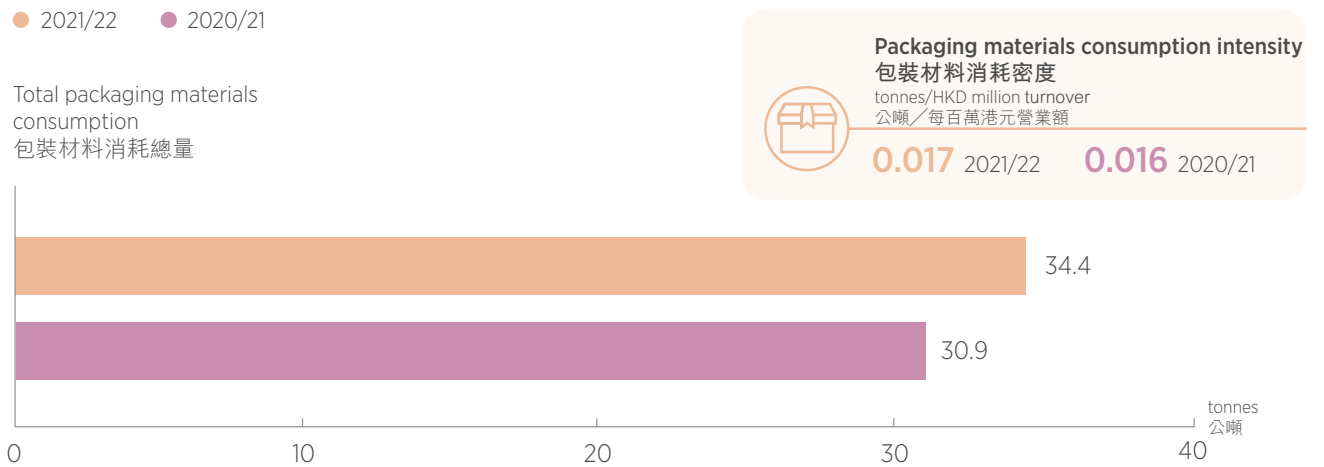
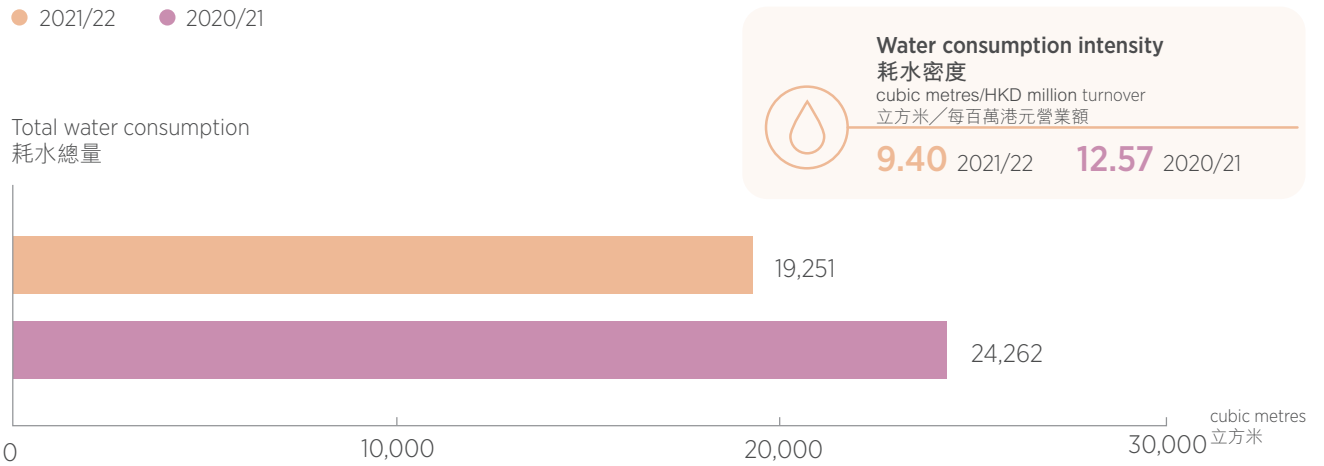
關鍵績效總覽(續)

● 2021/22 ● 2020/21



KEY PERFORMANCE OVERVIEW (CONTINUED)

關鍵績效總覽(續)



KEY PERFORMANCE OVERVIEW (CONTINUED)

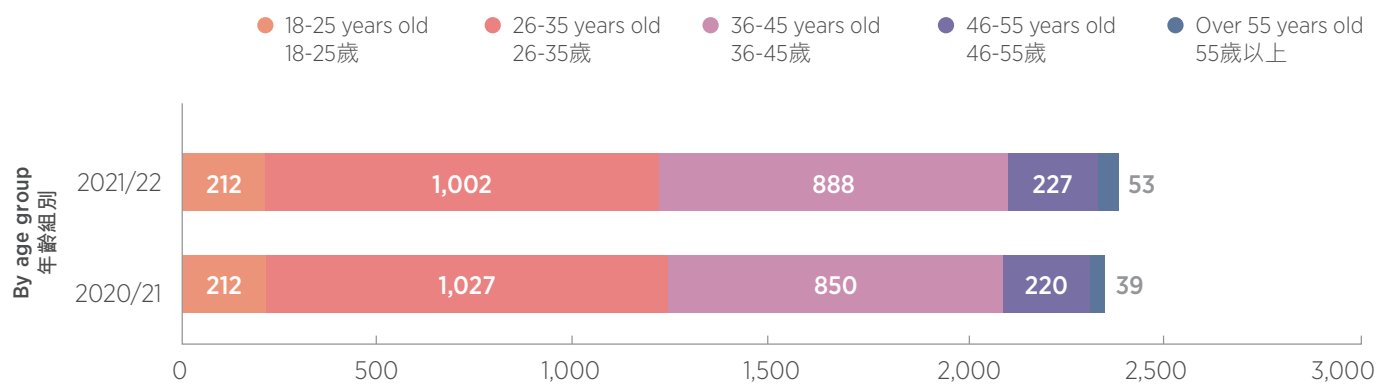
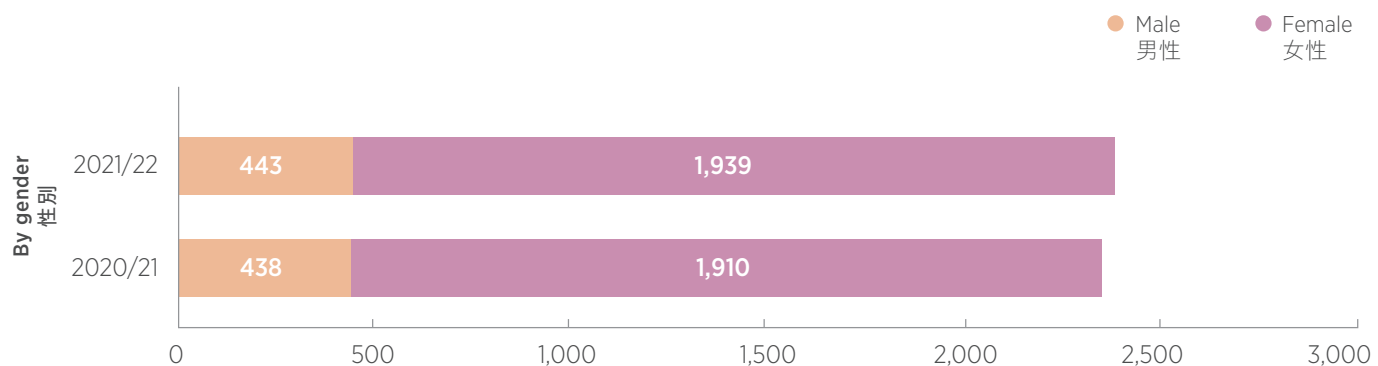
關鍵績效總覽(續)

SOCIAL PERFORMANCE OVERVIEW

社會表現總覽

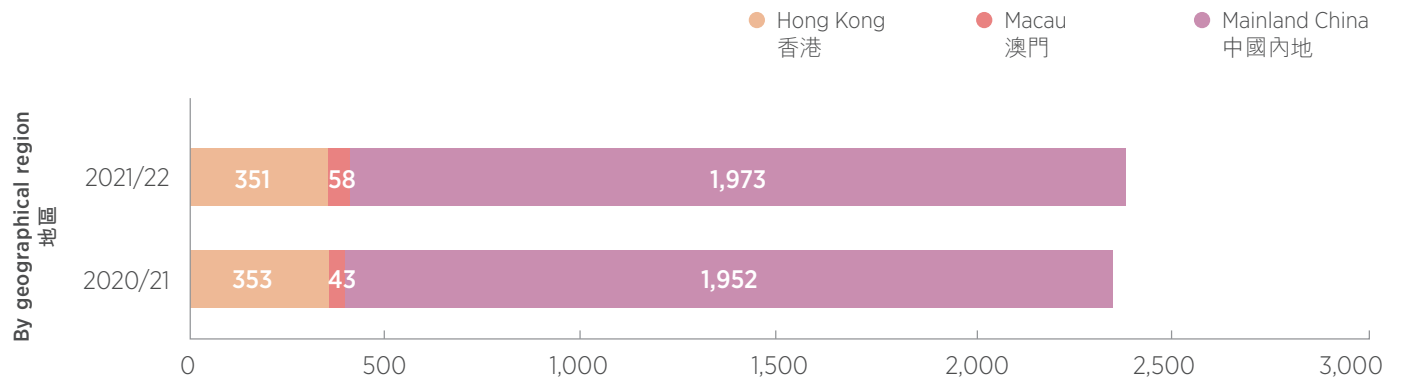
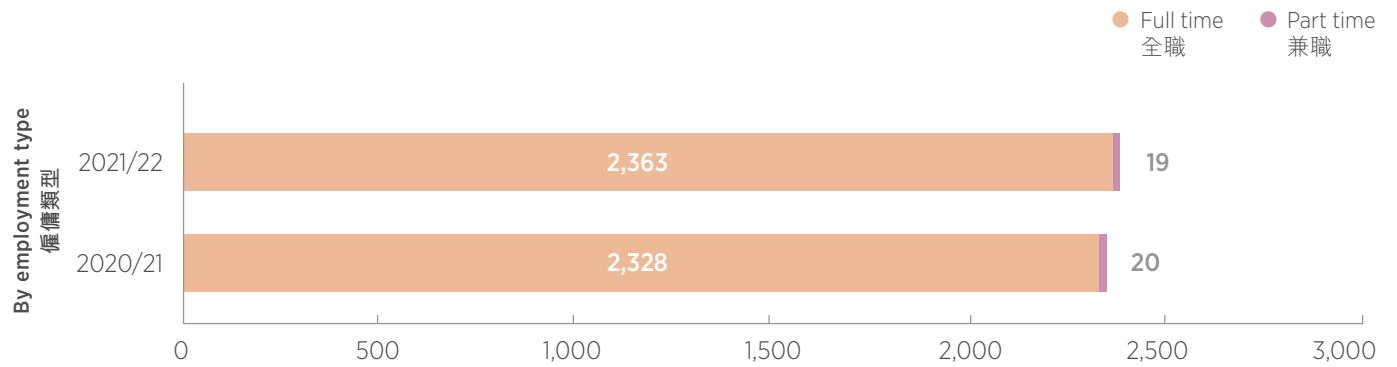
Number of employees

員工人數



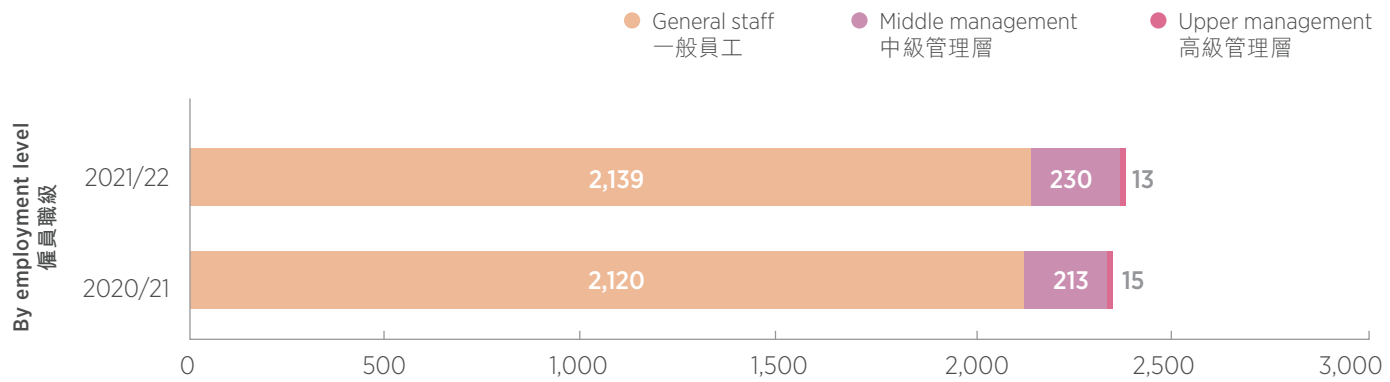
KEY PERFORMANCE OVERVIEW (CONTINUED)

關鍵績效總覽(續)



KEY PERFORMANCE OVERVIEW (CONTINUED)

關鍵績效總覽(續)

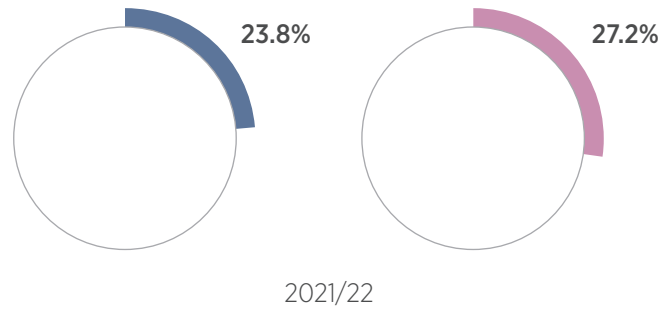


Employee turnover rate
員工流失率

By gender
性別

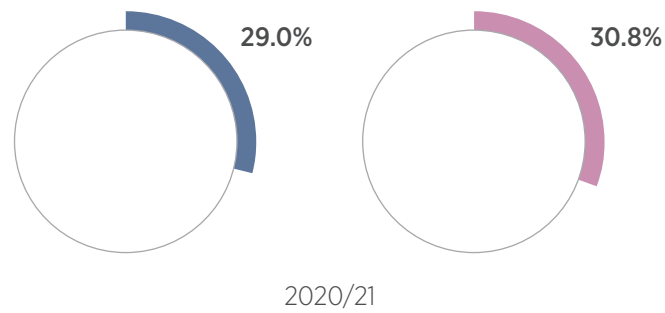
● Male
男性

● Female
女性



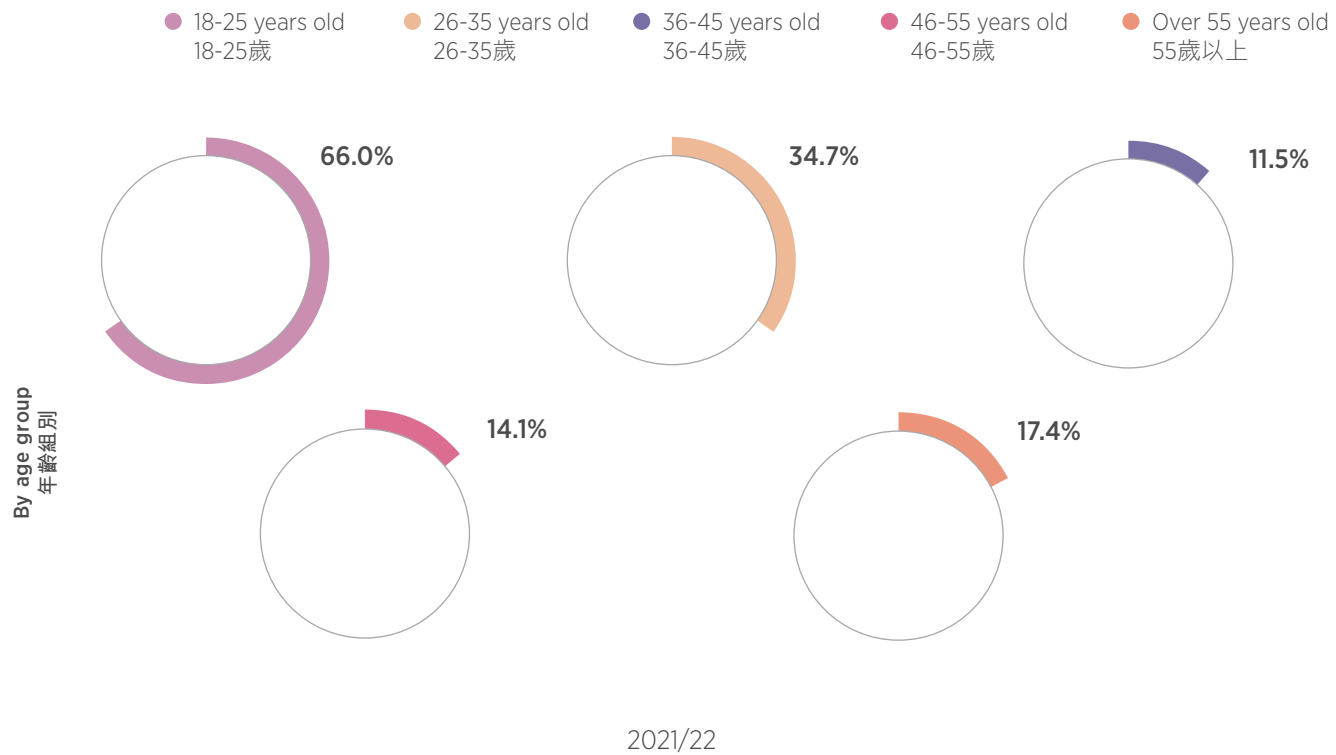
● Male
男性

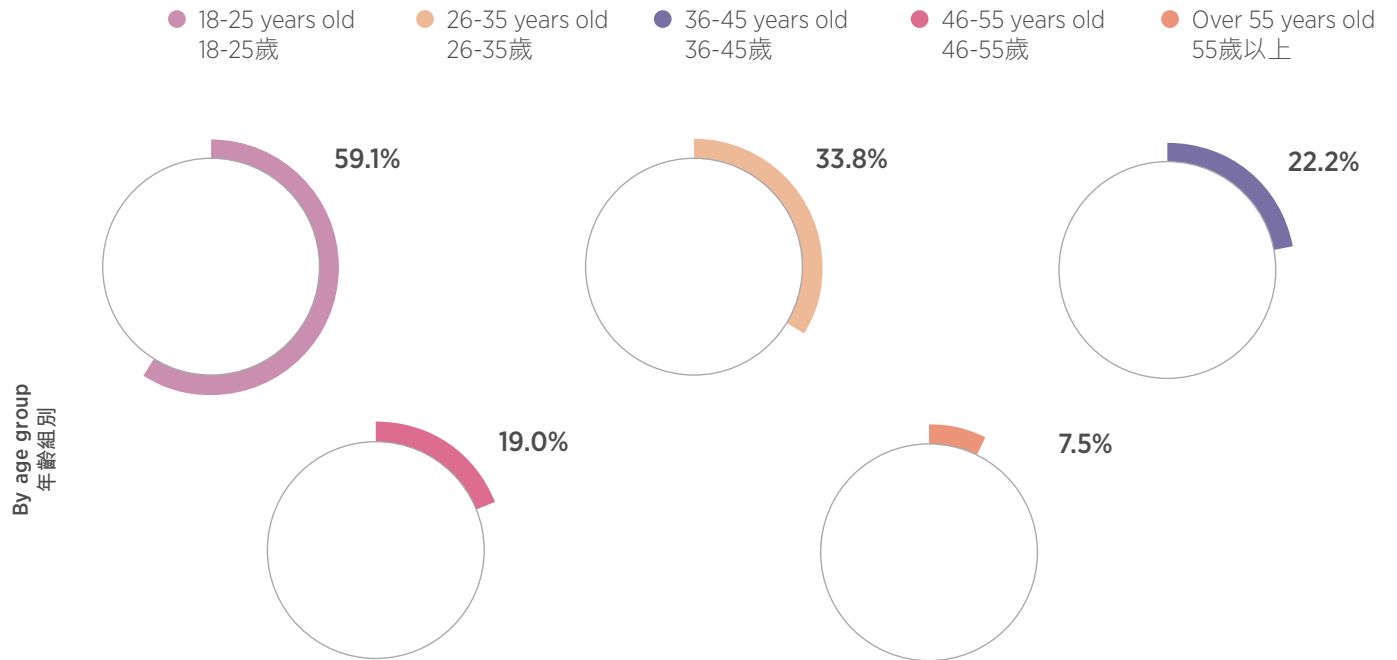
● Female
女性



KEY PERFORMANCE OVERVIEW (CONTINUED)

關鍵績效總覽(續)



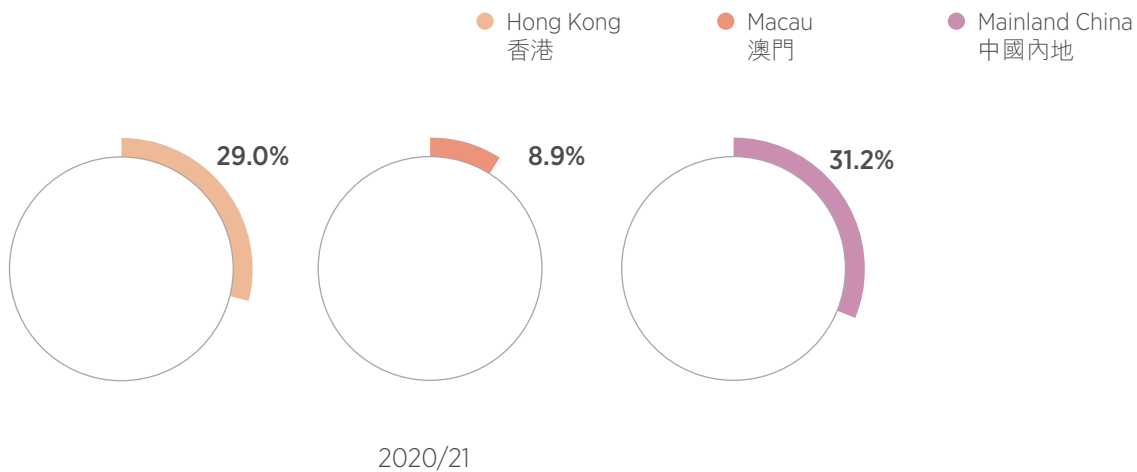
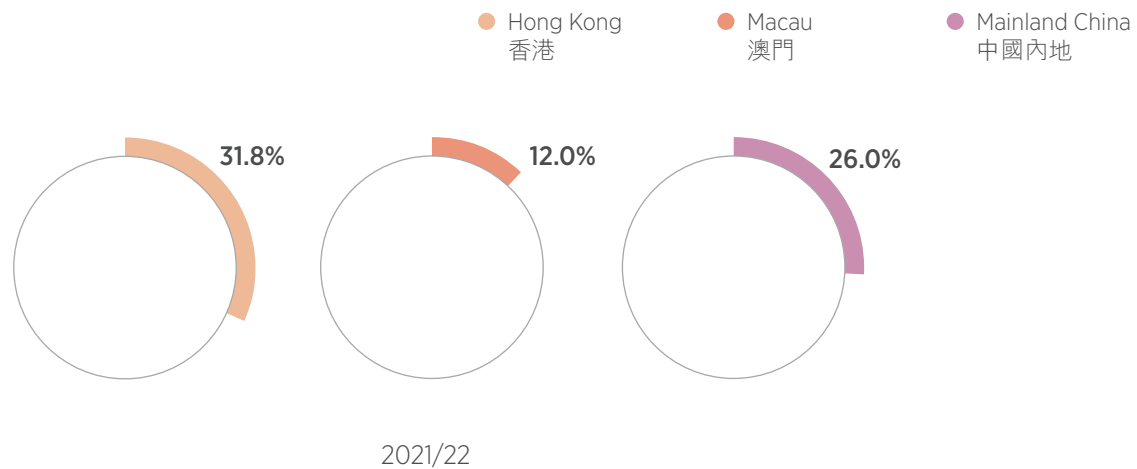


2020/21

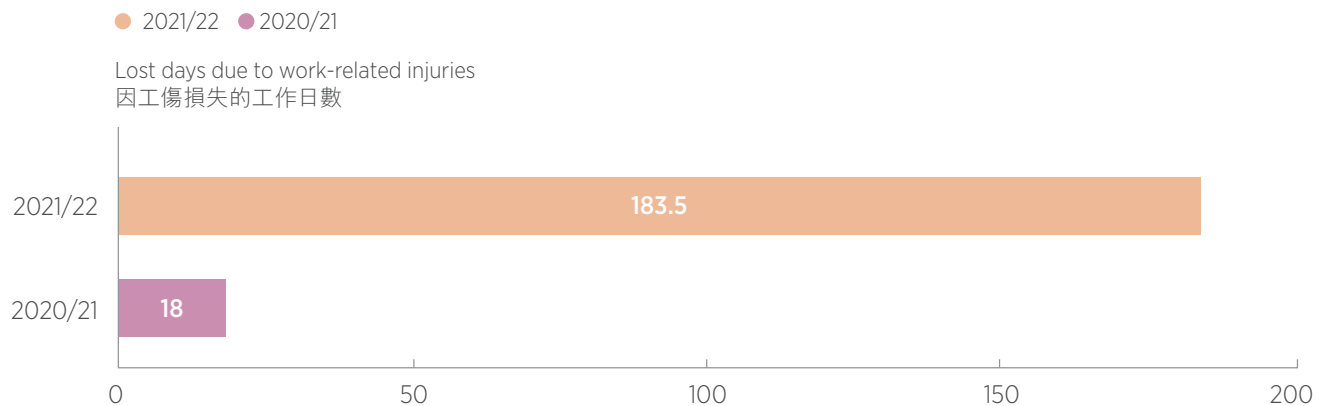
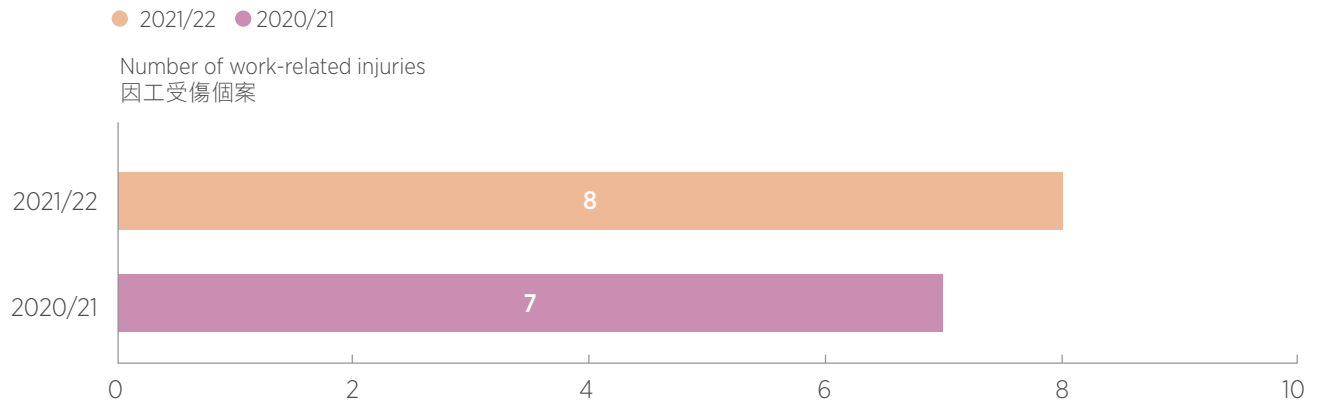
KEY PERFORMANCE OVERVIEW (CONTINUED)

關鍵績效總覽(續)

By geographical region
地區



Health and safety⁹
健康與安全⁹



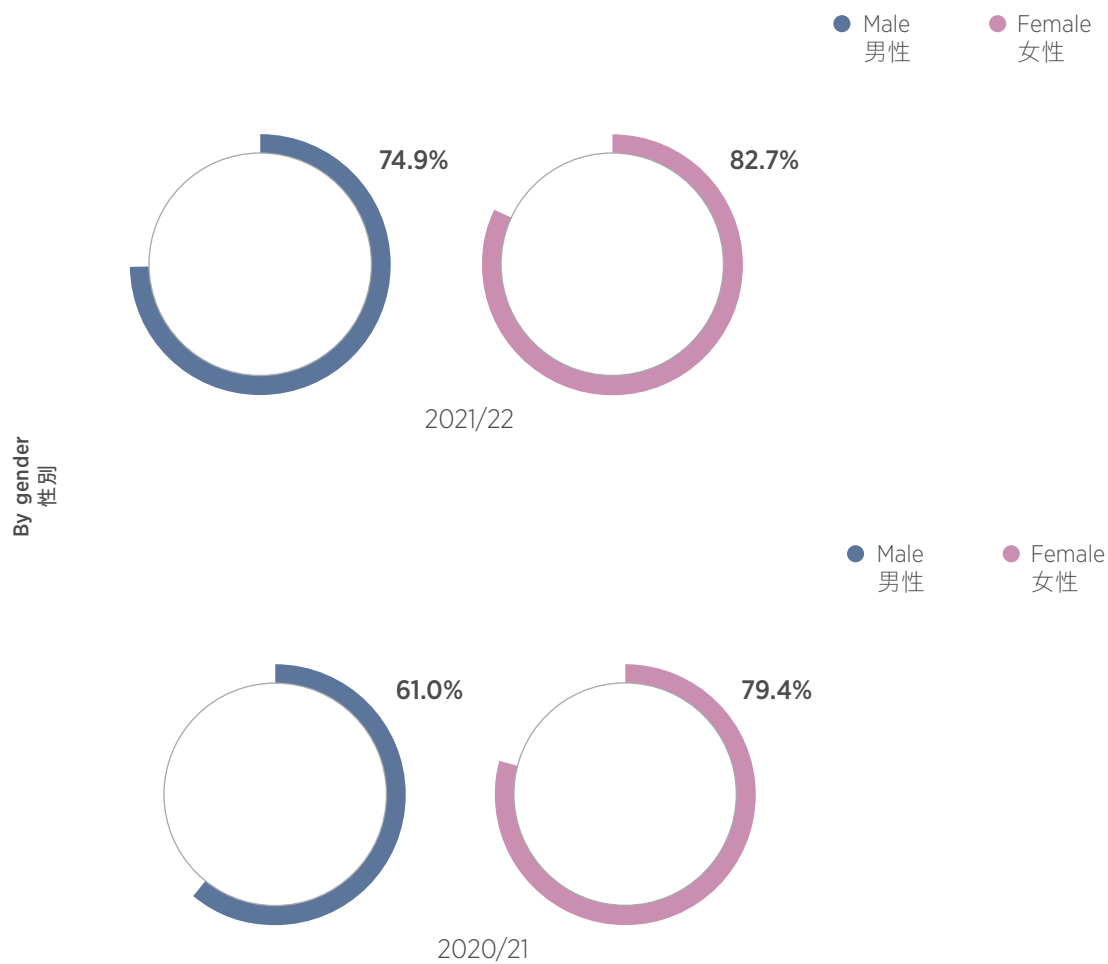
⁹ There were no work-related fatalities occurred in the past three years (including the Year). ⁹ 過去三年(包括本年度)沒有發生任何因工死亡個案。

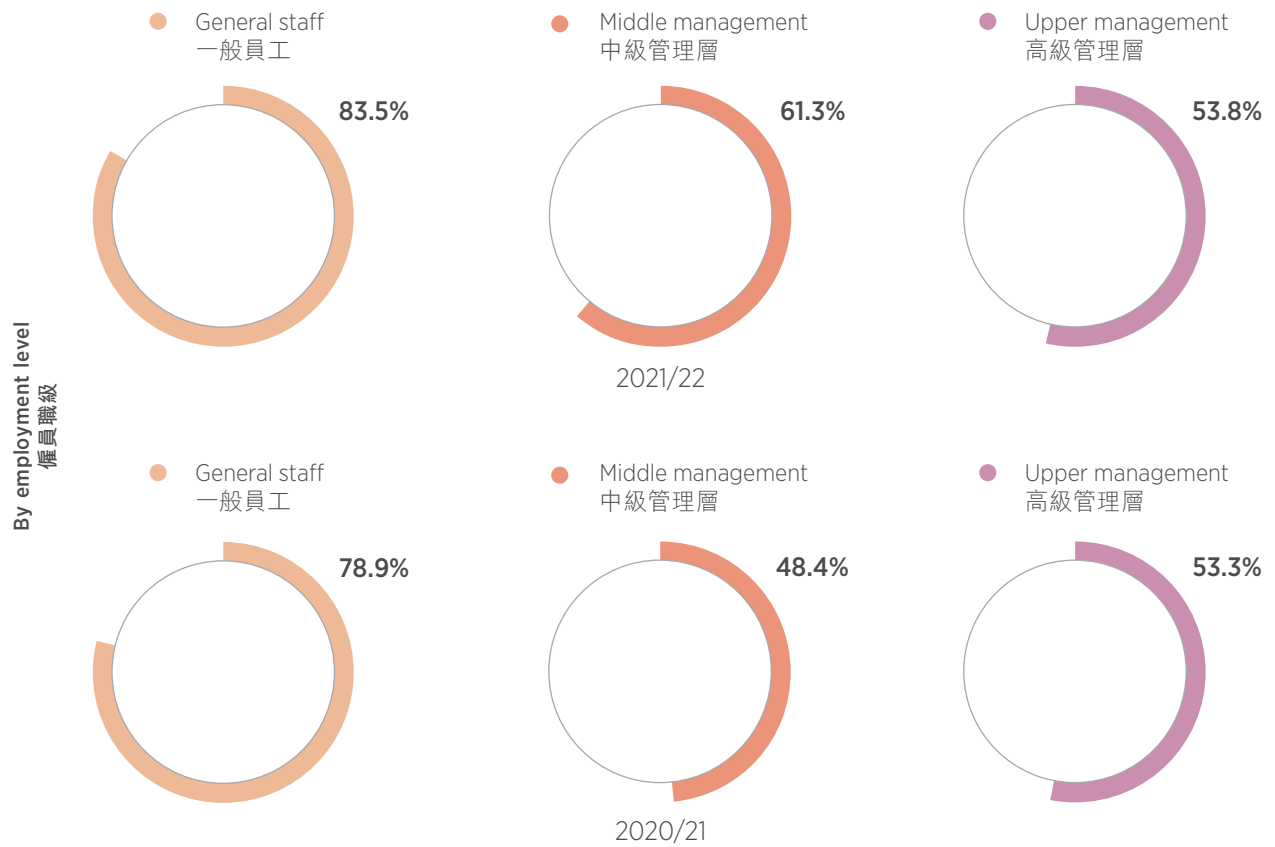
KEY PERFORMANCE OVERVIEW (CONTINUED)

關鍵績效總覽(續)

Percentage of employees trained

受訓員工百分比



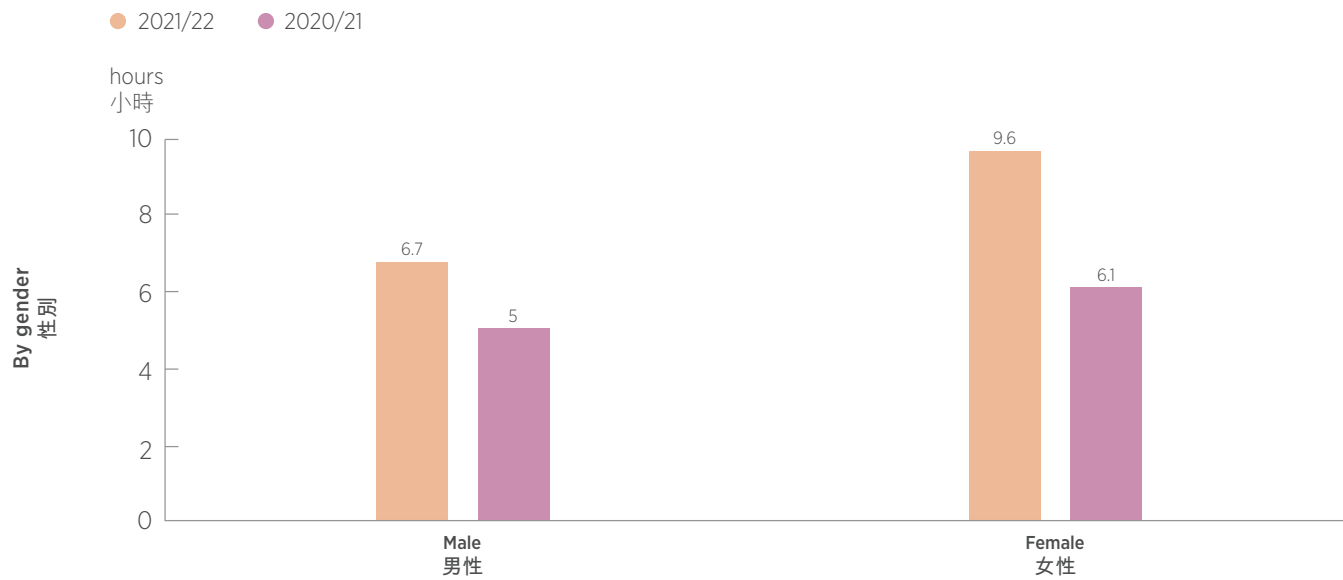


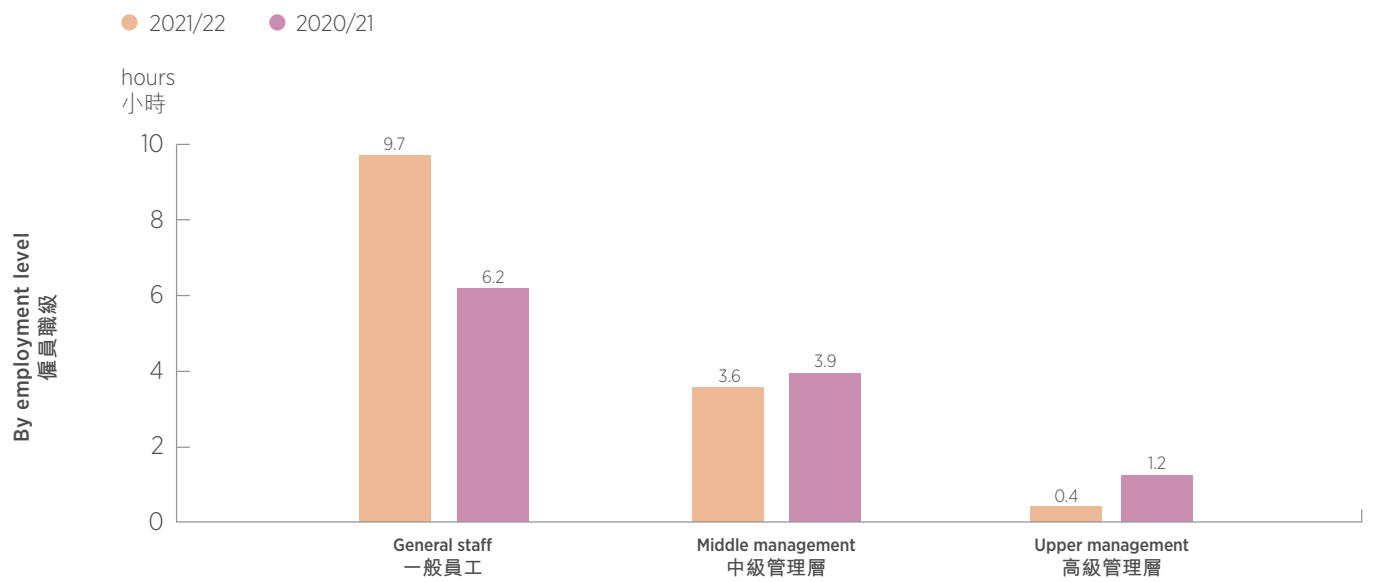
KEY PERFORMANCE OVERVIEW (CONTINUED)

關鍵績效總覽(續)

Average training hours

平均受訓時數





KEY PERFORMANCE OVERVIEW (CONTINUED)

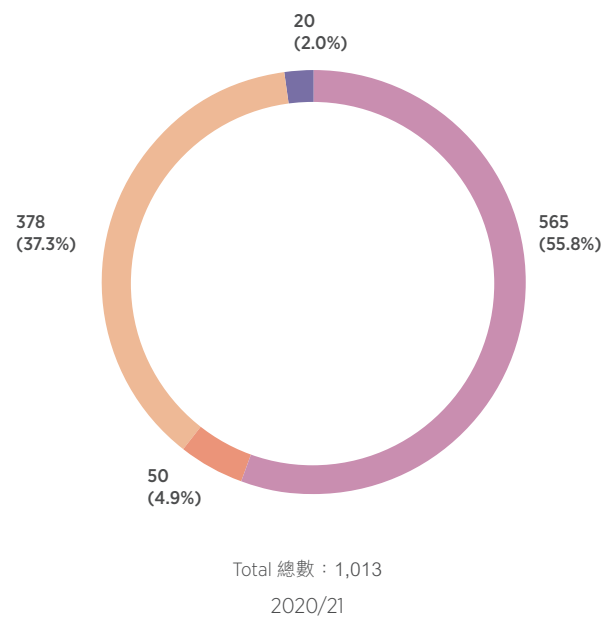
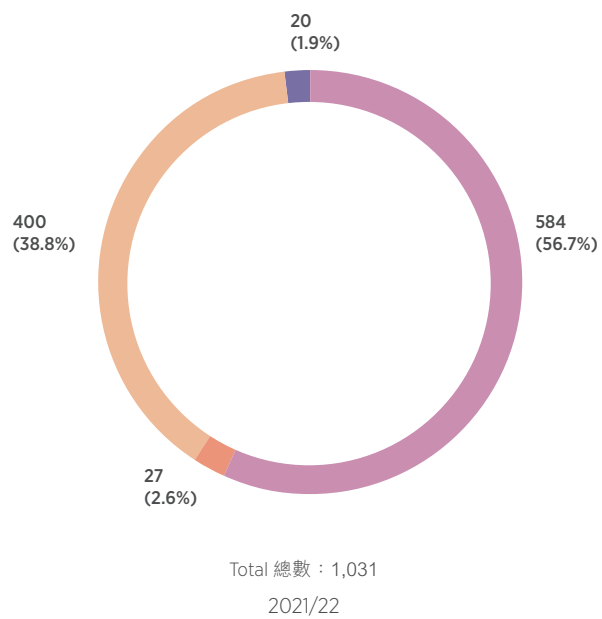
關鍵績效總覽(續)

Number of suppliers by geographical region

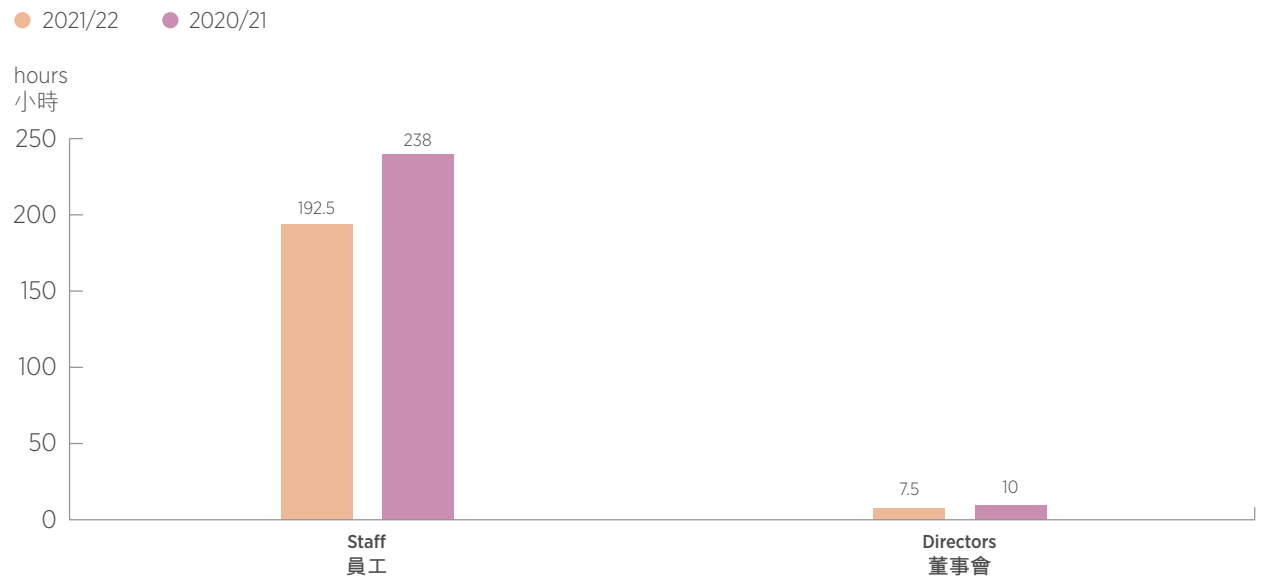
按地區劃分的供應商數目

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

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



Anti-corruption training hours
反貪污培訓時數



ESG REPORTING GUIDE CONTENT INDEX

環境、社會及管治報告指引內容索引

Aspects 層面	Description 描述	Page/Remark 頁碼／備註
A1 Emissions 排放物		
General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste. 有關廢氣及溫室氣體排放、向水及土地的排污、有害及無害廢棄物的產生等的：	29, 34
A1.1	The types of emissions and respective emissions data. 排放物種類及相關排放數據。	34-35, 41
A1.2	Direct (Scope 1) and energy indirect (Scope 2) greenhouse gas emissions and intensity. 直接（範圍1）及能源間接（範圍2）溫室氣體排放量及密度。	36, 42
A1.3	Total hazardous waste produced and intensity. 所產生有害廢棄物總量及密度。	37-38, 43
A1.4	Total non-hazardous waste produced and intensity. 所產生無害廢棄物總量及密度。	37, 43
A1.5	Description of emission target(s) set and steps taken to achieve them. 描述所訂立的排放量目標及為達到這些目標所採取的步驟。	29, 31
A1.6	Description of how hazardous and non-hazardous wastes are handled, and a description of reduction target(s) set and steps taken to achieve them. 描述處理有害及無害廢棄物的方法，及描述所訂立的減廢目標及為達到這些目標所採取的步驟。	29, 31, 37-38

Aspects 層面	Description 描述	Page/Remark 頁碼／備註
A2 Use of Resources 資源使用		
General Disclosure 一般披露	Policies on the efficient use of resources, including energy, water and other raw materials. 有效使用資源(包括能源、水及其他原材料)的政策。	29-30
A2.1	Direct and/or indirect energy consumption by type in total and intensity. 按類型劃分的直接及／或間接能源總耗量及密度。	32, 44
A2.2	Water consumption in total and intensity. 總耗水量及密度。	32-33, 45
A2.3	Description of energy use efficiency target(s) set and steps taken to achieve them. 描述所訂立的能源使用效益目標及為達到這些目標所採取的步驟。	29, 31
A2.4	Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency target(s) set and steps taken to achieve them. 描述求取適用水源上可有任何問題，以及所訂立的用水效益目標及為達到這些目標所採取的步驟。	29, 31-32
A2.5	Total packaging material used for finished products and per unit produced. 製成品所用包裝材料的總量及每生產單位佔量。	33, 45
A3 The Environment and Natural Resources 環境及天然資源		
General Disclosure 一般披露	Policies on minimising the issuer's significant impacts on the environment and natural resources. 減低發行人對環境及天然資源造成重大影響的政策。	29, 38
A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them. 描述業務活動對環境及天然資源的重大影響及已採取管理有關影響的行動。	38
A4 Climate Change 氣候變化		
General Disclosure 一般披露	Policies on identification and mitigation of significant climate-related issues which have impacted, and those which may impact, the issuer. 識別及應對已經及可能會對發行人產生影響的重大氣候相關事宜的政策。	29, 39
A4.1	Description of the significant climate-related issues which have impacted, and those which may impact, the issuer, and the actions taken to manage them. 描述已經及可能會對發行人產生影響的重大氣候相關事宜，及應對行動。	39

ESG REPORTING GUIDE CONTENT INDEX (CONTINUED)

環境、社會及管治報告指引內容索引(續)

Aspects 層面	Description 描述	Page/Remark 頁碼／備註
B1 Employment 僱傭		
General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare. 有關薪酬及解僱、招聘及晉升、工作時數、假期、平等機會、多元化、反歧視以及其他待遇及福利的：	22-24
B1.1	(a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。 Total workforce by gender, employment type, age group and geographical region. 按性別、僱傭類型、年齡組別及地區劃分的僱員總數。	46-48
B1.2	Employee turnover rate by gender, age group and geographical region. 按性別、年齡組別及地區劃分的僱員流失比率。	49-52
B2 Health and Safety 健康與安全		
General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to providing a safe working environment and protecting employees from occupational hazards. 有關提供安全工作環境及保障僱員避免職業性危害的：	27-28
B2.1	(a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。 Number and rate of work-related fatalities occurred in each of the past three years including the reporting year. 過去三年(包括匯報年度)每年因工亡故的人數及比率。	53
B2.2	Lost days due to work injury. 因工傷損失工作日數。	53
B2.3	Description of occupational health and safety measures adopted, and how they are implemented and monitored. 描述所採納的職業健康與安全措施，以及相關執行及監察方法。	27-28

Aspects 層面	Description 描述	Page/Remark 頁碼／備註
B3 Development and Training 發展及培訓		
General Disclosure 一般披露	Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities. 有關提升僱員履行工作職責的知識及技能的政策。描述培訓活動。	25-26
B3.1	The percentage of employees trained by gender and employee category. 按性別及僱員類別劃分的受訓僱員百分比。	26, 54-55
B3.2	The average training hours completed per employee by gender and employee category. 按性別及僱員類別劃分，每名僱員完成受訓的平均時數。	56-57
B4 Labour Standards 勞工準則		
General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child and forced labour. 有關防止童工或強制勞工的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	22-23
B4.1	Description of measures to review employment practices to avoid child and forced labour. 描述檢討招聘慣例的措施以避免童工及強制勞工。	23
B4.2	Description of steps taken to eliminate such practices when discovered. 描述在發現違規情況時消除有關情況所採取的步驟。	24

ESG REPORTING GUIDE CONTENT INDEX (CONTINUED)

環境、社會及管治報告指引內容索引(續)

Aspects 層面	Description 描述	Page/Remark 頁碼／備註
B5 Supply Chain Management 供應鏈管理		
General Disclosure 一般披露	Policies on managing environmental and social risks of the supply chain. 管理供應鏈的環境及社會風險政策。	15-16
B5.1	Number of suppliers by geographical region. 按地區劃分的供應商數目。	58
B5.2	Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, and how they are implemented and monitored. 描述有關聘用供應商的慣例，向其執行有關慣例的供應商數目，以及相關執行及監察方法。	15-16
B5.3	Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored. 描述有關識別供應鏈每個環節的環境及社會風險的慣例，以及相關執行及監察方法。	15-16
B5.4	Description of practices used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored. 描述在揀選供應商時促使多用環保產品及服務的慣例，以及相關執行及監察方法。	15-16
B6 Product Responsibility 產品責任		
General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress. 有關所提供產品和服務的健康與安全、廣告、標籤及私隱事宜以及補救方法的：	15-16, 18-20
B6.1	(a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。 Percentage of total products sold or shipped subject to recalls for safety and health reasons. 已售或已運送產品總數中因安全與健康理由而須回收的百分比。	During the Year, no products were recalled due to health and safety reasons. 於本年度內並無產品因健康及安全原因需要進行回收。
B6.2	Number of products and service related complaints received and how they are dealt with. 接獲關於產品及服務的投訴數目以及應對方法。	20
B6.3	Description of practices relating to observing and protecting intellectual property rights. 描述與維護及保障知識產權有關的慣例。	14

Aspects 層面	Description 描述	Page/Remark 頁碼／備註
B6.4	Description of quality assurance process and recall procedures. 描述質量檢定過程及產品回收程序。	16-17
B6.5	Description of consumer data protection and privacy policies, and how they are implemented and monitored. 描述消費者資料保障及私隱政策，以及相關執行及監察方法。	20
B7 Anti-corruption 反貪污		
General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to bribery, extortion, fraud and money laundering. 有關防止賄賂、勒索、欺詐及洗黑錢的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	12-13
B7.1	Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the reporting period and the outcomes of the cases. 於匯報期內對發行人或其僱員提出並已審結的貪污訴訟案件的數目及訴訟結果。	14
B7.2	Description of preventive measures and whistle-blowing procedures, and how they are implemented and monitored. 描述防範措施及舉報程序，以及相關執行及監察方法。	12-13
B7.3	Description of anti-corruption training provided to directors and staff. 描述向董事及員工提供的反貪污培訓。	14, 59
B8 Community Investment 社區投資		
General Disclosure 一般披露	Policies on community engagement to understand the needs of the communities where the issuer operates and to ensure its activities take into consideration the communities' interests. 有關以社區參與來了解營運所在社區需要和確保其業務活動會考慮社區利益的政策。	40
B8.1	Focus areas of contribution. 專注貢獻範疇。	40
B8.2	Resources contributed to the focus area. 在專注範疇所動用資源。	40

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