



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

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

Stock Code 股份代號：2119

2021 Environmental, Social and Governance Report 環境、社會及管治報告



*For identification purposes only 僅供識別



Environmental, Social and Governance Report

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Environmental, Social and Governance Report

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ABOUT THIS REPORT

This is the fourth Environmental, Social and Governance (“ESG”) Report of Tsit Wing International Holdings Limited and its subsidiaries (collectively, “the Group” or “TWG”). The purpose of this Report is to provide a comprehensive view of our ESG commitment, management approach, efforts as well as performance on sustainability regarding the four areas: products, employees, environment, and community.

This Report is prepared in accordance with the Environmental, Social and Governance Reporting Guide in the Appendix 27 of the Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited (“The Guide”). The “HKEX ESG Reporting Guide Index” is enclosed at the end of this Report to locate relevant information throughout the Report and to demonstrate compliance with the Guide.

The compilation process of this Report adheres to the Guide, which includes:

- **Materiality:** The results obtained from stakeholder engagement were used to assess materiality. The threshold of material topics was reviewed and approved to ensure that the identified topics were sufficiently significant to our stakeholders.
- **Quantitative:** In this report, we set targets for the indicators and present quantitative data. The data collection tools were used by all departments and business lines to continuously record the ESG metrics throughout the year and to track the performance of targets.
- **Balance:** The content and data of the report are unbiased. We reviewed the performance in all the ESG aspects.
- **Consistency:** To ensure a fair comparison of our performance over time, this report adopted consistent methodologies. We disclosed the changes to the methods or key performance indicators (KPIs) used, where appropriate.

有關本報告

此乃捷榮國際控股有限公司及其附屬公司(統稱「本集團」或「捷榮」)的第四份環境、社會及管治(「ESG」)報告。本報告旨在全面地反映我們在產品、僱員、環境及社區四個方面的ESG承諾、管理方法、工作及表現。

本報告遵循香港聯合交易所有限公司(「香港聯交所」)《證券上市規則》附錄二十七《環境、社會及管治報告指引》(「指引」)。本報告末附有「香港聯交所環境、社會及管治報告指引索引」,以識別本報告中的相關資料及說明已遵守的指引。

本報告的編製過程遵循如下匯報原則:

- **重要性:** 我們透過持份者參與識別重要性議題。為確保所識別議題對持份者的重要性,所有重要議題都經過了董事會審閱及批准。
- **量化:** 本報告中,我們為各指標設定了目標,並記錄定量數據。所有部門以及業務線都使用了數據收集工具來記錄全年的ESG指標,以跟蹤目標的表現。
- **平衡:** 我們評估了所有ESG方面的表現,報告中的內容和數據都是準確無誤的。
- **一致性:** 為比較我們在不同時期的表現,本報告採用了一致的披露統計方法。在有需要的情況下,我們會披露對所使用方法或關鍵績效指標(「KPIs」)的更改。



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Unless stated otherwise, this Report covers the period from 1 January to 31 December 2021 (“reporting period”). The reporting scope is primarily focused on the Group’s key business areas, which include the processing and sales of coffee, black tea, and food products in Hong Kong, Macau, and Mainland China, as well as the manufacturing of coffee and tea in Hong Kong and Dongguan. In this report, the operation of food processing in Hong Kong is also covered.

We appreciate your opinions and feedback on this Report and our overall ESG performance. Please send your feedback and suggestions to our registered office by post (Flats F–J, 11/F, Block 1, Kwai Tak Industrial Centre, Kwai Tak Street, 15–33, Kwai Chung, N.T.) or our email (ir@twcoffee.com). Your feedback or suggestions would immensely help the Group continuously improve its sustainability performance.

除另有說明外，本報告涵蓋期間為2021年1月1日至12月31日（「報告期」）。本報告的範圍涵蓋本集團的主要業務，包括於香港、澳門及中國內地的咖啡、紅茶及食品加工及銷售業務，以及位於香港及東莞的咖啡及紅茶產品生產基地。此外，位於香港的食品加工操作業務也包括於本報告中。

我們重視您們對本報告及我們整體ESG表現的意見及反饋。請將閣下的反饋及建議郵寄至我們的註冊辦事處（新界葵涌葵德街15–33號葵德工業中心1座11樓F–J室）或電郵至 ir@twcoffee.com。您們的反饋或建議將幫助本集團持續改善其可持續發展表現。



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MESSAGE FROM THE CHAIRMAN

I am pleased to share with you the fourth standalone ESG Report of TWG. It summarises our efforts in our sustainable journey during the reporting year.

To uphold the Group's commitment to delivering quality products, we adopted international standards on quality management such as ISO 22000:2018 Food Safety Management Systems, Hazard Analysis and Critical Control Points ("HACCP") and Food Safety System Certification 22000 Version 5.1, and quality management procedures to ensure product safety and quality along our value chain. Responding to the surging demand for vegan products, we have started to source plant-based milk to cater to our customers' needs. Carrying out responsible sourcing has demonstrated our efforts in minimising the environmental and social impacts of our products. We ensure that all Rainforest Alliance applied purchases, as well as our products, are certified. In addition, we favour suppliers who share the Group's commitment to integrating sustainability principles into this business practices.

Understanding climate change is posing imminent impacts across our business, including our supply chain, the board reviews the climate-related risks annually in the board meeting. To reduce our climate risk and improve our overall climate resilience, the Group has formulated Climate Change Policy and expanded our climate risk management to our supply chain. Due to the high sensitivity of coffee and tea crops, we endeavour to address climate risks by purchasing diversified raw materials. Given the critical climatic situation, we also do our part to achieve decarbonisation. This year, we developed group-wide medium-term energy and water reduction targets to be achieved by 2025. We aim to reduce our electricity and water consumption by 1.2% and 1.3% by 2025 respectively.

主席的話

我很高興在此宣布發表捷榮的第四份獨立ESG報告，此報告總結了我們在本報告年度中為可持續發展所作的努力。

為了堅守本集團提供優質商品的承諾，我們採用國際質量管理標準，例如ISO 22000:2018 食品安全管理體系、危害分析及關鍵控制點（「HACCP」）以及FSSC 22000食品安全系統驗證第5.1版，以及質量管理程序來確保我們價值鏈中的產品安全及質量。為滿足市場對純素產品需求的上升，我們已經開始採購植物奶以滿足客戶的需要。我們堅持實踐責任採購，盡力將我們產品對環境和社會的影響減至最低。我們確保集團與雨林聯盟相關的採購及產品均已通過認證。此外，我們優先考慮與本集團一樣致力於將可持續發展原則融入業務實踐的供應商。

我們明白氣候變化將為我們的業務包括供應鏈帶來明顯的影響，故董事會每年會在董事會會議上檢討氣候相關的風險。為了降低氣候風險的影響以及加強我們對氣候變化的抵禦力，本集團已制定氣候變化政策，並將氣候風險管理拓展至我們的供應鏈。鑑於咖啡及茶葉作物對氣候風險的高敏感性，我們在採購過程中分散原材料的來源地。此外，面對日趨嚴峻的氣候環境，我們亦克盡己任，致力減少集團的碳排放。今年，我們設立了整個集團的節能和節水中期目標，我們期望用電和用水量在2025年前分別減低1.2%和1.3%。



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We recognise that employees are crucial to our business success and are committed to creating an inclusive and rewarding working environment. We offer highly competitive remuneration and welfare packages to attract and retain talents. To maintain business continuity, we have established recovery measures such as vaccination leave amidst the pandemic. This year, we developed a training plan for employees, providing them with a wide range of training programmes to meet our business development and strengthen their occupational health and safety awareness.

The Group makes every effort to create positive value in our communities through financial and intangible contributions. Being a regional tea and coffee solutions provider, we continue to promote coffee culture through the Coffee Academy (the “Academy”) and Public Coffee Bar in Dongguan. With the newly developed Hengli Community Academy (the “Community Academy”), we drive collective efforts from community organisations and enterprises to serve the local community. Also, we contribute through volunteering activities, donations, and sponsorship. Our commitment to the community was widely recognised as receiving the Excellent Service Project Award this year.

To better prepare for future sustainability challenges, we will strengthen our sustainable foundation and maintain close relationships with our stakeholders. Looking forward, we will continue to enhance our sustainability performance and create long-term shared value for the community.

Wong Tat Tong
Chairman

我們深信員工對業務的成功尤為重要，我們承諾為員工締造一個和諧和富有滿足感的工作環境。我們提供具競爭力的薪酬及福利吸引和留用人才。為了在疫情期間依然維持業務的持續性，我們已制定恢復措施，例如為員工提供「疫苗假期」。今年，我們為員工制定了多項培訓計劃，為他們提供廣泛的培訓活動以滿足業務發展，同時加強他們的職業健康和 safety 意識。

本集團透過慈善捐贈和無形的貢獻，致力為社區創造正面價值。作為一家地區性的咖啡及紅茶策劃服務供應商，我們繼續透過東莞的公益咖啡學院（「學院」）和益企啡吧積極推廣咖啡文化。配合新創立的橫瀝社區學院（「社區學院」），我們推動社區機構和企業的力量，共同為本地社區服務。此外，我們透過義工活動、捐款及贊助作出貢獻。本年度，我們榮獲「東莞志願服務先進典型優秀志願服務項目獎」，該獎項是對我們為社區所作貢獻的高度認可。

為了更好地應對未來可持續發展的挑戰，我們會加強可持續發展的基礎，並與持份者保持緊密的關係。展望未來，我們會繼續提升我們的可持續發展表現，為社會創造長期的共同價值。

黃達堂
主席



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ABOUT OUR BUSINESS

About TWG

Over the course of nearly 90 years, TWG has evolved into an integrated business-to-business (“B2B”) leader in offering coffee and black tea solutions in Hong Kong, Macau, and Mainland China, with a growing food products business. TWG provides business customers with comprehensive coffee and tea solutions that encompass the whole coffee and tea sourcing, processing, and distribution value chain. Since 2015, we continued to expand our scope of business beyond our traditional B2B coffee and black tea solution business in Hong Kong by incorporating frozen processed food. By developing an online sales platform towards the end of 2019, TWG has made a significant step into the business-to-customer (“B2C”) and online-to-offline (“O2O”) markets. This year, food processing is newly developed as one of the businesses of TWG. The strategic approach allows TWG to keep up with the most recent market trends in e-commerce and consumer preferences.

TWG’s Vision

TWG aspires to be a “one-stop integrated food and beverage services provider”. To achieve this vision, the Group is committed to continuously enhancing our solution offering capability and expanding our business portfolio in the food and beverage industry.

關於我們的業務

關於捷榮

捷榮屹立香港、澳門及中國內地將近90年，已成為業內領先的企業對企業（「B2B」）綜合咖啡及紅茶餐飲策劃服務供應商，擁有不斷增長的食品業務。捷榮為業務客戶提供全面的咖啡及紅茶策劃服務，涵蓋整個咖啡及紅茶採購、加工及分銷價值鏈。由2015年起，除了我們傳統的B2B咖啡和紅茶策劃服務，我們亦不斷擴展業務範圍，在香港開拓急凍預製食品業務。捷榮於2019年年底建立線上銷售平台，於企業對消費者（「B2C」）市場及線上到線下（「O2O」）市場邁出重要一步。今年，捷榮亦開拓了食品加工的新業務。此策略方針有助捷榮緊貼電子商務趨勢及消費者的喜好。

捷榮願景

捷榮矢志成為「一站式綜合餐飲服務供應商」。為實現此願景，本集團致力於持續提升我們的餐飲策劃能力及擴大餐飲業務。



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TWG's Principles

TWG places a premium on building long-term value for our employees, shareholders, and customers since they are the main driving forces behind our limitless innovation and sustainable business success. To prioritise the values and interests of our stakeholders, we adopt the following principles:

捷榮理念

捷榮非常重視為員工、股東及客戶創造長遠價值，因為他們是捷榮不斷創新和可持續業務成功的主要動力。為優先考慮持份者的價值及利益，我們採納以下原則：



Sincerity 真摯誠懇

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

Devotion 信守承諾

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

Excellence 卓越追求

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

Challenge 敢於挑戰

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

Innovation 積極開創

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

Our core mission, in line with our vision and principles, is to provide a diverse choice of quality coffee and tea products while encouraging a culture of coffee and tea appreciation. We maintain the highest standard of taste for our customers by sourcing quality materials from multiple regions and aiming for constant product innovation. In Hong Kong and Mainland China, we currently provide a variety of food and beverage products, as well as trade and distribute brands.

秉承本集團的願景及原則，我們的核心使命是提供廣泛的優質咖啡及茶產品，並培養品賞咖啡及茶的文化。我們透過從各地採購優質原材料及在產品開發中不斷力求創新，為客戶提供最高水準的產品。我們目前在香港及中國內地提供各種多元化的餐飲產品，並經營餐飲品牌代理及貿易。



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CHAPTER 1 APPROACH TO SUSTAINABILITY

1.1 ESG Governance

A robust governance structure facilitates the effective management of our business operation practices. TWG integrates environmental, social, and governance considerations into our governance framework. Our Board of Directors (“the Board”) has formulated ESG guidelines, strategies, and procedures to ensure compliance with all applicable laws and regulations. Under the collaborative efforts of our stakeholders, including our employees, suppliers, and community, we are committed to delivering safe and finest food and beverage products sustainably.

The Board oversees the adoption of ESG policies and related issues in our business operation. Under the leadership of the Key Management, cross-departmental working groups carry out feasible work plans on numerous ESG issues. The working groups will report the sustainability progress and achievements to the executives, while the executive management will discuss the key messages with the Board annually. The Board is responsible for keeping track and evaluating our ESG performance and targets regularly.

The Group manages the ESG-related risks in our business operations through our well-established risk governance structure. The Board provides oversight of the overall risk management through reviewing TWG’s most apparent risks and establishing strategic approaches on risk mitigation. The Risk Management and Operation Control (“RMOC”) team includes key managers and representatives from the Group’s business units and relevant department heads, who are responsible for identifying, reviewing, and monitoring the ESG risk factors including climate-related risks, employee health and safety, product safety and quality, and labour law compliance. Internal Audit team representing RMOC report any identified and potential risks to the Audit Committee of the Board while the Board reviews the risks factors annually and decides corresponding actions. To strive for continuous improvement in our risk management process, the Operation Control Department reviews the effectiveness of the risk management and internal control system annually.

第一章可持續發展方針

1.1 ESG管治

一個穩健的管治架構有助於高效管理我們的業務運作。捷榮將環境、社會及管治考慮融入我們的管治框架。我們的董事會成員（「董事會」）制定了ESG方針、戰略和程序，以確保我們遵守所有適用的法律法規。有賴多方持份者，包括但不限於我們的員工、供應商及社區的合作與貢獻，我們致力於以可持續的方式提供安全及優質的餐飲產品。

董事會負責監督我們在業務運營中採用的ESG政策和相關事宜。在關鍵管理人員的領導下，跨部門工作組就眾多的ESG議題開展切實可行的工作方案。工作小組會向管理層匯報可持續發展的進度以及成果，而管理層亦會每年與董事會討論其中的重要信息。董事會亦負責定期追蹤和評估我們的ESG表現和目標。

集團透過完善的風險管治架構，管理業務營運中的ESG風險。董事會透過審視集團的重大風險並制定相應風險管理策略，對整體的風險管理進行監督。風險管理及營運管控小組包括本集團業務單位的主要管理人員和代表以及相關部門主管，負責識別、檢視及監察環境、社會及管治的風險因素，包括氣候相關風險、員工健康及安全、產品安全及質量及勞工法律合規。內部審核部門代表營運管控小組向董事會的審核委員會匯報任何已識別的潛在風險，而董事會每年審查風險因素，並決定相應的行動。為致力於不斷改善我們的風險管理程序，營運監控小組每年都會對風險管理及內部監控系統的有效性作出檢討。



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1.2 Anti-Corruption

It is our commitment to achieve high ethical standards across our operations. The Whistle Blower Policy sets out the guidelines on complaints lodging or reporting of any forms of misconduct, suspicious activities, or malpractice within the organisation. The Group has zero-tolerance for bribery, extortion, fraud, and corrupt practices in the business. During the reporting year, we continued to provide training for directors and staff on integrity, proper conduct, relevant anti-corruption laws and regulations to raise their awareness. We have developed a code of conduct and all employees are required to strictly follow. Also, it is compulsory for those with exposure to greater corruption risks to agree to be bounded by the Anti-Corruption Commitment, adhering to the guidelines and procedures relating to the prevention of bribery, acceptance of presents and entertainment from third parties, and conflict of interests. During the reporting period, there were no breaches of laws and/or regulations by any TWG staff.

1.2 反貪污

我們承諾在整個業務中實踐崇高的道德標準。我們的舉報者政策為投訴或舉報組織內任何形式的不當行為、可疑活動或舞弊行為提供指引。集團對於商業中的賄賂、勒索、欺詐及貪污行為亦採取零容忍態度。於本年度，我們繼續為董事及員工提供有關誠信、正當行為、與反貪污法律及法規相關的培訓，以提高他們的意識。我們亦制定了一套行為守則，要求所有員工嚴格遵守。此外，在職責上涉及更高貪污風險的員工必須接受《反腐敗承諾書》的約束，遵守有關防止賄賂、接受第三方禮物及款待以及處理利益衝突的指引及程序。於報告期間，本集團沒有任何有關不道德及／或貪污行為的違法事件。



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1.3 Stakeholder Engagement

Constant communication with our stakeholders and maintaining a good relationship with them are vital to our business success. Through stakeholder engagement, we understand their expectations and identify improvement opportunities in our sustainability approach. TWG connects with external and internal partners including employees, customers, investors, suppliers, business partners, and non-governmental organisations (“NGOs”) through a wide range of communication channels such as emails, press releases, meetings and site visits, etc. Apart from the Annual General Meeting, the Group shares its ESG performance with the investors and shareholders and collects their feedback through online meetings. We ensure stakeholder inclusiveness in our sustainability decision-making and priority concerns.

1.3 持份者參與

與各方持份者進行持續溝通並保持良好的關係是我們業務成功的關鍵。我們能透過持份者的參與來了解他們的期望，並協助我們在現有的可持續發展方針中識別改善機會。捷榮透過電郵、新聞稿、會議及實地考察等多種溝通渠道，與公司內外的合作夥伴包括員工、客戶、投資者、供應商、業務合作夥伴及非政府組織（「NGOs」）建立聯繫。除股東週年大會外，本集團亦通過線上會議與投資者及股東分享我們的ESG表現，並收集他們的意見。我們確保在可持續發展決策和優先關注議題中包含持份者的參與。





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1.4 Materiality

In defining our material ESG topics, we reflect on the importance of issues to our business and stakeholders. The top material topics are disclosed in this Report according to its materiality. In the previous reporting year, we engaged our external stakeholders, suppliers, and business partners to evaluate the materiality on various sustainability. In this reporting year, we further reviewed our materiality by benchmarking on peers' materiality. Considering the industry practices and the relevance to our business operations, we revised the materiality of sustainability topics. 12 topics were identified as highly material among 23 material topics, while three ESG topics including Greenhouse Gas Emissions Reduction, Food Nutrition and Health, and Sustainable Packaging were newly added this year. Employee health and safety, labour law compliance, and product safety and quality were identified as the most important material topics to our stakeholders. This materiality assessment could help us prioritise our corresponding sustainability activities and programmes to address their needs, as well as monitor our sustainability progress. TWG's management approach, policies, and performance of the top material topics are disclosed and discussed in this Report according to its materiality.

1.4 重要性評估

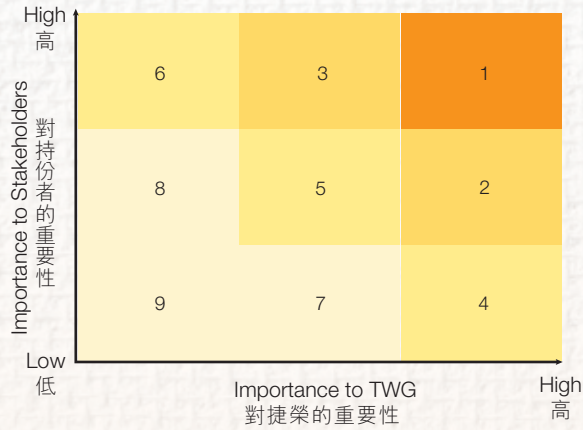
在確立我們的重要ESG議題時，我們會考慮該議題對我們的業務和持份者的重要性。而本報告亦根據其重要性披露最重要的議題。在過往的報告年度，我們邀請外部持份者、供應商及業務合作夥伴評估不同可持續發展議題的重要性。本報告年度，我們通過進行對同行的基準化分析來進一步審視重要性評估。根據行業慣例及業務運營的相關性，我們修改了可持續發展議題的重要性。在23個重要議題中，12個議題被識別為高度重要，而今年亦新增了三個ESG議題，包括減少溫室氣體排放、食品營養及健康和可持續包裝。對我們的持份者而言，員工健康與安全、勞工法律合規性和產品安全及質量是最重要的議題。重要性評估可以幫助我們規劃相應可持續發展活動及項目的優先次序以滿足持份者的要求，並密切監測我們的可持續發展進展。捷榮的管理方法、政策和在高度重要議題上的表現將根據其重要性在本報告中披露。



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TWG Sustainability Topics Materiality Matrix
捷榮的可持續發展議題重要性評估矩陣



- 1** Employee Health and Safety
員工健康與安全
 - Labour Law Compliance
勞工法律合規性
 - Product Safety and Quality
產品安全及質量
- 2** Employee Benefits
員工福利
 - Employee Training and Development
員工培訓及發展
 - Customer Service and Communication
客戶服務與溝通
 - Anti-Corruption
反貪污
 - Greenhouse Gas Emissions Reduction*
減少溫室氣體排放*
 - Climate Risk Adaptation and Mitigation
減緩及適應氣候變化

- 3** Reducing Operational Waste
減少運營廢物
 - Responsible Sourcing
負責任採購
 - Food Nutrition and Health*
食品營養及健康*
- 4** Sustainable Packaging*
可持續包裝*

- 5** Diversity, Inclusion and Equal Opportunity
多元化、共融及平等機會
 - Intellectual Property Rights
知識產權
 - Consumer Product Information and Communications
商品說明及溝通
 - Customer Data Privacy
客戶資料私隱
 - Support Local Community Development
支持本地社區發展
 - Mitigating Air Pollution
減緩空氣污染
 - Saving Energy
節約能源
- 7** Reducing Water Usage Across Value Chain
減少價值鏈中的水資源使用
 - Saving Water
節約用水
 - Managing Wastewater Discharge
污水排放管理

* newly added ESG topics in 2021

* 2021年新增的ESG議題



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CHAPTER 2 OUR PRODUCTS

TWG places a high value on product quality. We are committed to creating diversified and innovative products to meet the needs of our customers. To ensure excellent and safe products are delivered to our customers, we manage our supply chain and consistently monitor product quality with the Integrated Management System (“IMS”) Policy. We abide by the Food Safety Ordinance (Cap.612) and Part V of the Public Health and Municipal Services Ordinance (Cap.132) of Hong Kong, the Macau Food Safety Law, the Product Quality Law of the People’s Republic of China, and the Food Safety Law of the People’s Republic of China.

2.1 Quality Product

Product Quality Assurance

We believe maintaining high standards for our products is critical to our business success. Our quality management systems are certified with international standards and the industry’s best practices. Both our Hong Kong and Dongguan plants have obtained the ISO 22000:2018 Food Safety Management Systems, HACCP, and FSSC 22000 Version 5.1. We have also received the Rainforest Alliance Certification for our coffee products produced in Dongguan. Meanwhile, we have successfully obtained the Rainforest Alliance Certification for roasted and ground coffee produced in Hong Kong in 2021.

We have built a quality management system and product recall system to ensure the quality of our products from procurement to sales, directing the internal quality assurance procedures at every stage of our value chain. Guided by the Procurement Management Procedures (“PMP”), TWG conducts supplier assessments and considers suppliers’ environmental and social performance. We require valid pre-shipment reports for our incoming raw materials of coffee and tea. We also conduct an internal sensory inspection and benchmark test results against the government authorities’ specific requirements. We believe that our strict procurement measures help to ensure that our expectations towards the standards of raw materials have been met.

第二章我們的產品

捷榮非常重視產品的質量。為滿足客戶需求，我們致力開發多元化及創新的產品。在《綜合管理體系方針》下，我們透過管理供應鏈及持續地監控產品質量，向客戶提供優質及安全的產品。我們遵從香港《食物安全條例》(第612章)及《公眾衛生及市政條例》(第132章)第V部，澳門《食品安全法》《中華人民共和國產品質量法》及《中華人民共和國食品安全法》。

2.1 優質產品

產品質量保證

我們相信持續為客戶提供優質的產品是我們成功的關鍵。捷榮的質量管理體系獲得國際標準及行業最佳慣例認證。我們在香港及東莞的廠房均已獲得ISO 22000:2018食品安全管理體系、HACCP及FSSC 22000第5.1版本。我們於東莞生產的咖啡產品已取得雨林聯盟認證。同時，我們於香港烘焙及研磨的咖啡已在2021年成功取得雨林聯盟認證。

我們已建立質量管理體系及產品召回機制，確保產品從採購到銷售的過程中始終保持優良的質量，從而制定適用於我們價值鏈各階段的《產品檢驗程序》。在《採購管理程序》的指引下，捷榮會對供應商進行評估，並將供應商的環境及社會表現納入考慮因素。我們要求我們的咖啡及茶葉原材料在裝運前獲得有效的檢測報告。我們還會進行內部感官檢查並根據相關政府部門的指定要求進行基準測試。我們相信嚴格的採購程序有助確保原材料的標準符合我們的期望。



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The PMP further directs the monitoring of food safety and hygiene requirements. We have a Good Manufacturing Practice Team in the product storage process that inspects our warehouses on a monthly basis to assess storage conditions, fire protection facilities, product quality, and managing the near expiry and expired products, aiming to effectively manage the quality of our products. This guarantees that no products of unsatisfactory quality are sold for customer consumption. We have also taken additional warehouse management measures to assure the quality and safety of our products, as well as the sanitation of our warehouse operation. For better humidity control, we have installed an air ventilation system in our warehouse. A digital tracer is used to monitor the temperature and humidity of the warehouse.

TWG is attentive to the quality inspection, owing to this, we have a dedicated testing laboratory in the Dongguan plant for conducting inspection procedures. The laboratory is accredited by China National Accreditation Service for Conformity Assessment and has adhered to the international standard ISO/IEC 17025:2005 General Requirements for the Competence of Testing and Calibration Laboratories. The Quality Assurance Department conducts comprehensive inspections on raw materials, semi-finished products, and final products.

In the meantime, TWG is focusing more on food fraud by increasing the traceability of our raw materials. TWG conducted a risk analysis regarding food fraud on tea and coffee during the reporting period and concluded that the risk level was low. While we have received the Rainforest Alliance Chain of Custody (“CoC”) Certification in Dongguan while Hong Kong received the CoC in 2021, all incoming Rainforest Alliance-certified coffee beans have a certification number that can be tracked. In August 2021, we were granted the award of Quality Food Scheme 2021 Diamond Enterprise presented by GS1 Hong Kong to affirm our food traceability best practice. This could further help ensure the transparency of our raw material sourcing, reducing the risks of food fraud.

我們遵從《採購管理程序》的指引確保我們持續監督食品安全及衛生。我們在產品儲存過程中設有良好生產規範團隊，每月進行倉庫檢查，以評估儲存條件、防火設施、產品質量以及處理即將到期及已過期的產品，旨在有效管理我們的產品質量，保障我們供應給客戶的產品質量。我們亦採取額外的倉庫管理措施以確保產品的質量及安全，以及倉庫操作的衛生情況。為了更好地控制濕度，我們於倉庫安裝了通風系統，並採用數碼追蹤器來監控倉庫的溫度及濕度。

捷榮一向重視產品質量檢測，為此，我們在東莞廠房設有指定的測試實驗室進行檢測。該實驗室已獲得中國合格評定國家認可委員會的認證，並符合國際標準 ISO/IEC 17025 : 2005 測試及校正實驗室能力的通用規定。我們的品質保證部對原材料、半製成品及製成品均會進行全面檢查。

同時，捷榮亦對食品欺詐問題高度重視，致力改善原材料的可追溯性。於報告期間，我們對茶葉及咖啡的食品欺詐進行了風險評估，結論為低風險水平。東莞已取得雨林聯盟產銷監管鏈（「CoC」）認證，香港亦在2021年獲得了「CoC」認證，而所有獲得雨林聯盟認證的咖啡豆均有可追蹤的認證號碼。2021年8月，我們獲香港貨品編碼協會頒發優質食物計劃2021鑽石企業的殊榮，印證我們的食物可追溯性為最佳慣例。此舉進一步確保我們原材料採購的透明度，從而降低食品欺詐的風險。



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We have established the Emergency and Product Recall Policy to deal with non-conforming products after distribution, in addition to quality assurance procedures. Regular reviews and mock recalls are undertaken to facilitate coordination and implementation among departments in case of a product recall. We identify, review, dispose of, and document products with food safety issues, guided by the Control of Non-conforming Product Procedure. Shortly after the incident, remedial plans and preventive measures will be put in place. The Food Safety Committee in Hong Kong and the Crisis Management Committee in Dongguan will undertake assessments on products with food safety hazards and quality risks and further collect relevant distribution information upon the occurrence of a product recall event. During the reporting year, we had not recalled any products sold or shipped due to health and safety reasons.

Product Diversity Development and Innovation

We are committed to offering a variety of innovative products to fulfil the fast-changing market expectations and customer needs. We continue to invest in research and development following the Group's Research and Development Policy, facilitating effective product development and innovation. Exploring prospective business opportunities and developing innovative strategies are the responsibilities of our Research and Development Committee, which is made up of management executives, members of research and development, and department heads from each operational department. The Research and Development Division is responsible for developing brand new products according to the Design Procedure Guidelines.

除了品質保證程序外，我們亦已制定《危急事故及產品回收程序》，以處理分銷後不合格的產品。我們定期檢討及演練回收程序來促進各部門在產品回收時的協調及實施。在《不合格品管理程序》的指引下，我們會對有食品安全問題的產品進行標示、審核、處理及記錄，並在事件發生後儘快實施補救及預防措施。一旦有產品回收事件發生，香港的食品安全委員會及東莞的危機管理委員會將對存在食品安全危害及質量風險的產品進行評估，並進一步收集相關的分銷資料。於報告年度內，我們並沒有因健康及安全理由而回收任何已出售或分發的產品。

產品多樣化發展及創新

我們致力提供多元化的創新性產品，以滿足快速變化的市場期望及客戶的需求。我們根據本集團制定的《研發政策》，持續投資研發項目，推動產品的開發及創新。我們的研發委員會主要負責發掘潛在商機及制定創新策略，該委員會由管理人員、研發人員及各部門的主管組成。研發部根據我們的《設計程序指引》，負責開發全新產品。

Product Development Feedback Loop:

產品研發回饋機制：





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In keeping with the market-oriented strategy for product development, we have introduced a series of low sugar instant products and clean label products for the growing number of customers who prefer a healthy lifestyle. Clean label products are food products prepared with ingredients that are more natural and less addictive. Artificial additives are kept to a minimum in products, and we try to keep the ingredients as natural, basic, and familiar as possible. In 2020, we introduced clean labelled instant fruit tea, Keemunfoam milk tea, and Oolong foam milk tea to give customers healthier options. This year, we have been studying the sustainable packaging opportunities of coffee products to make our products more environmentally friendly.

TWG is also conscious of the growing environmental and social concerns and expectations for our products. Apart from sourcing organic black tea and sustainable coffee bean with Rainforest Alliance Certification, the Group has launched plant-based milk in our products and has been preparing its development plan to meet the demands of vegan customers and promote sustainability this year.

For tea products, we partnered with a famous keychain store to introduce DIY fruit tea products on their online and offline platforms. Furthermore, we have a newly developed “cut and slice” or food processing business line in Hong Kong in 2021.

We respect and strive to preserve intellectual property rights by protecting the confidentiality of our product's formulae and avoiding disputes or prohibiting violation of third-party property.

2.2 Responsible Sourcing

TWG is rapidly incorporating environmental and social considerations in its supply chain management, driven by increased sustainability demands from our customers and the consequences of sustainability risks along the supply chain. We are conscious of the social and environmental risks in our supply chain, particularly their implications for raw material pricing and product quality.

我們堅持以市場導向為原則的產品開發策略，推出了一系列低糖即食產品和清潔標籤產品，以配合越來越多追求健康生活方式的客戶。清潔標籤產品指的是含有較多天然成份及較少添加劑的食品。我們致力減少產品中的加工成份，並盡可能使用天然、簡單及熟悉的成份。2020年，我們推出了符合清潔標籤的即沖水果茶、祁門泡沫奶茶和清香烏龍泡沫奶茶，為客戶提供更健康的選擇。今年，我們一直研究在咖啡產品上選用可持續包裝的可行性，使我們的產品更加環保。

捷榮亦意識到持份者對環境和社會的關注，以及對我們產品的期望日漸增加。除了採購有機紅茶及已獲得雨林聯盟認證的可持續咖啡豆外，本集團今年已推出植物奶及正準備其發展計劃，以迎合素食客戶的需求和推廣可持續發展。

茶產品方面，我們與著名連鎖店合作，在其線上及線下平台推出DIY水果茶產品。此外，我們於2021年在香港開拓切肉和切片或食品加工的業務。

我們尊重並致力保持自身產品配方的機密性以維護知識產權，及避免任何產權爭議及對他方造成損害的侵權行為。

2.2 責任採購

由於客戶對可持續發展的要求不斷上升，以及供應鏈中的可持續發展風險帶來的後果日益嚴峻，我們深深刻意識到供應鏈中存在社會和環境風險，尤其是它們對原材料價格和產品質量的影響，將環境和社會因素納入其供應鏈管理內。



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Procurement and Supplier Assessment Practices

With the Vendor Management System, the Group undertakes a comprehensive supplier assessment and evaluation to assess its suppliers' social and environmental performance with a variety of metrics, including but not limited to waste management and labour practices. Our suppliers are also required to sign an Environmental Protection Agreement and a Social Responsibility Statement to demonstrate their commitment to operating sustainably and ethically. TWG prioritises suppliers who have adopted good practices and addressed environmental and social issues in their operations and are certified with HACCP, ISO 14001 Environmental Management Systems, and ISO 22000 Food Safety Management Systems. We further encourage our suppliers to adopt environmentally and socially responsible practices. Our new and existing suppliers must go through the supplier evaluation to guarantee that their operations and performance are in line with TWG's policies and standards. We conduct annual performance assessments with all our current suppliers to review their operations on a regular basis. We also evaluate new suppliers' food safety management systems and quality control processes through a series of product quality and safety assessments. These measures ensure supplier compliance and continuous improvement, as well as product quality and safety.

Aside from supplier assessments, our Quality Assurance and Procurement team conducts on-site audits of 30% of our suppliers each year to ensure the consistency of their performance and the safety and sustainability standards of suppliers are met with our requirements. We also monitor farmers' working conditions and the agricultural practices they use. Due to the pandemic, overseas on-site audits were suspended for the Hong Kong Procurement team while we shifted to online evaluation for abroad suppliers this year. However, as some of our suppliers are located in China, the Dongguan Procurement Team was able to carry out on-site audits on 21 suppliers including tea supplier.

採購及供應商評估工作

根據《供應商管理體系》，本集團透過全面的供應商評估及按照不同考慮因素（包括但不限於廢物管理及勞工常規）來評估其社會及環境表現。我們亦要求供應商簽署《環境保護協議書》及《社會責任承諾書》，以展示其可持續性及道德經營的承諾。捷榮優先考慮在其營運中已採納良好實踐，以及解決營運中的環境及社會問題，並已通過HACCP、ISO 14001環境管理體系及ISO 22000食品安全管理體系認證的供應商。我們亦進一步鼓勵供應商承擔環境及社會責任。我們的新供應商及現有供應商均須通過供應商評估，以確保其營運及表現符合捷榮的政策及標準。我們對所有現有供應商進行年度績效評估，定期評估其營運模式。我們亦透過一系列的產品質量和安全評估審查新供應商的食品安全管理體系及質量控制流程。這些措施不僅可以確保供應商合規及持續進步，還能保障產品的質量及安全。

除了進行供應商評估外，我們的品質保證及採購團隊亦會每年對30%的供應商進行現場審核，以確保其表現的一致性，以及達到我們對供應商的安全性和可持續性的要求。我們亦會檢視農民的工作條件及所採用的農務慣例。受疫情影響，我們暫停了香港供應商的海外現場審核，而海外供應商則轉為網上評估。但由於我們有部分供應商位於中國，東莞採購團隊仍可對21家供應商進行現場審核，當中包括茶葉供應商。



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To search for feasible solutions for improvement, TWG actively communicates with suppliers whose results in the yearly review and/or on-site audits were unsatisfactory. Otherwise, the partnership will be terminated.

We educate new suppliers about our sustainability practices and supply chain management such as carrying out supplier assessment on production and quality management, sourcing product, etc.

為尋求可行的改善方案，捷榮會積極與在年度評估及／或現場審核表現不理想的供應商溝通。如無法改善，捷榮將會終止與供應商的合作關係。

我們亦向新供應商說明我們的可持續發展實踐及供應鏈管理，例如向供應商進行生產和質量管理、產品採購等評估。



Supporting Sustainable Procurement

The Group has long prioritised sustainable sourcing. Our coffee bean suppliers are primarily well-known multi-national firms, therefore, they have implemented sustainability management practices. In terms of our tea leaf suppliers, we pledge to exclusively source from farms that abide by local government regulations on pesticide usage. We prefer to work with suppliers who have obtained organic and sustainable certifications such as Rainforest Alliance Certification. Certified farm products improve traceability throughout the supply chain, ensuring that our certified products come from certified farms.

支持可持續採購

本集團一直優先考慮可持續採購。我們的咖啡豆供應商主要為知名的跨國企業，因此他們已實施了可持續發展管理。至於茶葉供應商，我們承諾僅從符合當地政府農藥使用規定的農場進行採購。我們傾向從已取得有機及可持續認證（如雨林聯盟認證）的供應商採購。通過採購已認證的農產品可提高整個供應鏈的可追溯性，確保我們的產品來自已認證的農場。



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In December 2019, we were awarded the Rainforest Alliance CoC Standard for our roasted coffee beans and ground coffee products manufactured in the Dongguan plant. As a more sustainable choice for our consumers, we are determined to source the coffee beans from Rainforest Alliance Certified farms.

We are able to achieve the certification's requirements by improving our supply chain management. For instance, we have developed a CoC management system and internal procedures to ensure the traceability of our certified products in the Dongguan plant. Planning, management methods, and monitoring of the responsible staff, as well as related paperwork for certified products, all are the requirement of the CoC management system. Internal control processes have been developed to identify and control all processing steps and points where certified farm products may enter and exit the system. Besides, internal inspection procedures are in place to ensure that the certification standards are being met.

The Rainforest Alliance Certification programme not only allows us to enhance our supply chain's sustainable sourcing practices and improve the livelihoods and well-being of the farmers but also improves the traceability throughout the supply chain. Farmers who enrolled in the programme must adhere to sustainable farming principles at all times, and contribute to the conservation of natural resources and biodiversity. Our suppliers will offer training programmes to individual farmers on proper pesticide usage to assist farmers in obtaining Rainforest Alliance certification. For long-term sustainability, we continue to express our expectations to our suppliers and engage with our partners.

於2019年12月，我們東莞廠房生產的烘焙咖啡豆及咖啡粉產品已通過雨林聯盟「CoC」標準認證。我們致力向雨林聯盟認證的農場採購咖啡豆，為我們的客戶提供一個更為可持續的選擇。

透過優化集團的供應鏈管理，我們成功達到認證的要求。例如，我們已制定了一套CoC管理系統及內部程序，以確保東莞廠房生產的認證產品具可追溯性。規劃、管理方法及監察負責人員以及認證產品的相關文件，均屬CoC管理系統的認證要求。我們已制定內部控制程序以識別和控制已認證農產品由進入至離開系統期間的所有加工工序和關鍵混合點。此外，我們亦已制定內部檢查程序，以確保符合認證標準。

雨林聯盟認證計劃不但讓我們在供應鏈中推動可持續採購實踐和改善農民生活及福祉，更提升了整條供應鏈的可追溯性。參與該計劃的農民任何時候都須遵守可持續農業原則，以幫助保護自然資源及生物多樣性。我們的供應商將向個別農民提供正確使用農藥的培訓計劃，幫助農民取得雨林聯盟認證。為配合長遠的可持續發展，我們會持續向供應商表達我們的期望，並與我們的業務夥伴合作。



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2.3 Communication with Customers

Customer Feedback

We place a high priority on customer satisfaction with our goods and put efforts into responding to consumer feedback. We strive to improve our customers' experiences by listening to their expectations through a variety of communication channels, including frequent customer satisfaction surveys and effective complaint mechanisms. With the establishment of the Quality and Complaint Monitoring Team in Hong Kong and the Product Quality Complaint Committee in Mainland China, which are responsible for reviewing the results of customer satisfaction surveys, we seek to identify areas for improvement and establish corrective action plans. Furthermore, the Customer Complaint Handling Procedure Implementation guides the roles and duties of various teams of employees to ensure that they follow defined procedures when receiving customer complaints. All complaints will be documented and will be reported depending on the nature. The investigation, further identification, and implementation of mitigation measures are assigned to relevant departments. With the guide of complaint handling procedure, we ensure that customers can receive timely responses to their complaints.

Consumer product information and communication

Being one of the major tea and coffee solution providers in the region, we recognise the importance of providing complete and unbiased information about our goods to the general public. We highly appreciate an obligation to provide our customers with helpful and accurate information regarding our products. Our product labelling and advertisement follow the Trade Descriptions Ordinance (Cap. 362) of Hong Kong, Food and Drugs (Composition and Labelling) Regulations (Cap. 132, section 55) of Hong Kong and National Food Safety Standard – General Standard for the Labelling of Prepackaged Foods (GB7718-2011) of the People's Republic of China on net weight, nutrition data and ingredient list. Any false or deceptive statement regarding the information about our product ingredients, nutritional values, and origins of our raw materials is banned.

2.3 客戶溝通

客戶反饋

我們高度重視客戶對我們產品的滿意度，並努力回應客戶的意見。我們通過多種渠道來聆聽客戶的意見，包括定期進行客戶滿意度調查及遵循有效的投訴機制，提升客戶體驗。我們已在香港設立品質及投訴監察小組，並在中國內地設立產品品質投訴處理委員會，負責檢討客戶滿意度調查的結果，找出需要改善的地方，並制定糾正方案。此外，《客戶投訴處理程序》中制定了應對客戶投訴時團隊中的角色和職責，以保證他們在接獲客戶投訴時能遵從相關程序。所有投訴將會記錄在案，並視乎性質予以報告。相關部門會獲指派調查及進一步識別及實施緩解措施。按照上述投訴處理程序，我們確保客戶的投訴能夠得到及時回應。

客戶產品說明及溝通

作為該地區主要的茶葉及咖啡餐飲策劃服務供應商之一，我們深知向公眾傳達全面及中肯的產品資料的重要性。我們高度重視為我們客戶提供有關產品的有用及準確資訊的責任。我們的產品標籤及廣告均遵守香港《商品說明條例》(第362章)、《食物及藥物(成分組合及標籤規例》(第132章，第55條)及中華人民共和國《食品安全國家標準 — 預包裝食品標籤》(GB7718-2011)對淨重、營養數據及成分清單的要求。任何有關產品成份、營養價值及原材料來源資料的誤導性陳述皆被禁止。



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Customer Data Privacy

The Group places a high priority on customer privacy protection and ensures that customers' rights are stringently protected in compliance with relevant data privacy laws and regulations. To demonstrate our commitment, TWG has implemented various procedures to ensure the proper handling of sensitive customer information. The guidelines and procedures on acquiring and handling customer data are outlined in the Sales and Marketing Management Policy. This includes only allowing approved staff access to sensitive information after receiving consent from the customer service department. Additionally, the Data Governance Policy establishes a clear structure for effectively managing and safeguarding confidential information. The roles and duties of information owners, custodians, and users are clearly defined, as are the procedures to be followed for changes in responsible personnel. In the reporting year, there were no cases of non-compliance concerning advertisement and labelling of products or customer data privacy.

客戶資訊私隱

本集團高度重視對客戶私隱的保護，並確保客戶的權利已根據相關法律及法規受到嚴格保護。為展示我們的決心，捷榮已制定多項政策，以確保妥善處理敏感的客戶資料。收集及處理客戶資料的準則及程序已列在《銷售及市場管理政策》中，包括僅在客戶服務部門批准後向獲授權人員發放敏感資料。此外，《數據資料管理政策》向員工提供了清晰的框架，以確保有效妥善管理及保護機密資料。該政策已明確定義資料擁有人、保管者及用戶的角色及責任，以及在負責人員發生變動時需採取的行動步驟。於報告年度，我們沒有任何有關產品廣告及標籤或客戶資料私隱的違規事件發生。





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CHAPTER 3 OUR EMPLOYEES

Our staff plays a critical role in delivering quality products and services that meet our customers' expectations. TWG aspires to be an employer of choice and is devoted to creating a harmonious, rewarding, and productive work environment with competitive pay and opportunities for personal and professional development. All our operations are in compliance with relevant labour laws and regulations, such as Hong Kong's Employment Ordinance (Cap. 57) and the People's Republic of China's Labour Contract Law.

At the end of our reporting year, we had 442 employees in total, including 207 in Hong Kong, 173 in Dongguan, and 62 in other supporting offices in Mainland China. The workforce distribution is illustrated as below:

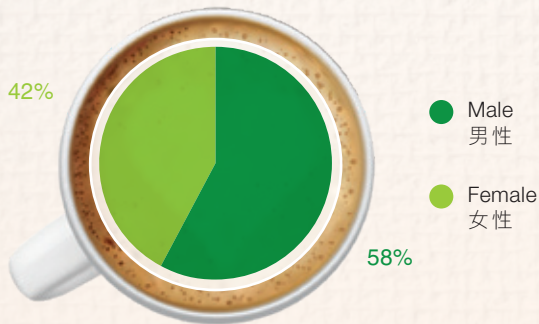
第三章我們的員工

我們的員工在提供符合客戶期望的優質產品及服務中擔任重要的角色。捷榮致力成為卓越的僱主，旨在提供和諧、富有滿足感及高效的工作環境，並為僱員提供具競爭力的薪酬和個人及事業發展的機會。我們的營運均符合相關勞工法律及法規，如香港《僱傭條例》(第57章)及《中華人民共和國勞動合同法》。

於報告年底，我們共有442名僱員，包括香港有207名、東莞有173名及中國內地其他地區有62名。勞動力分佈如下：

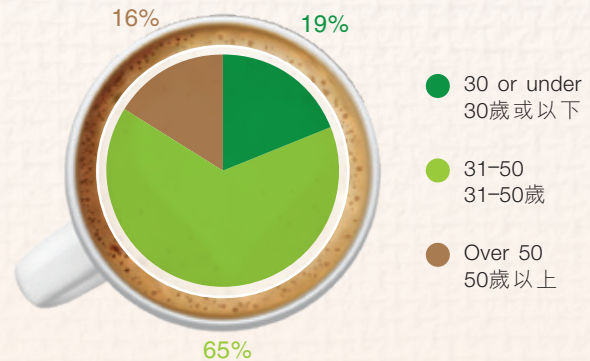
WORKFORCE BY GENDER

按性別劃分的僱員分佈



WORKFORCE BY AGES

按年齡劃分的僱員分佈





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3.1 Health, Safety and Wellbeing

Occupational Health and Safety

We place a high value on employee health and safety and have implemented a variety of occupational health and safety management initiatives following Hong Kong's Occupational Health and Safety Ordinance (Cap. 509), Factories and Industrial Undertakings Ordinance (Cap. 59) of Hong Kong and Production Safety Law of People's Republic of China. Our Health and Safety Committee is responsible for monitoring the health and safety performance across operations, as well as ensuring all health and safety practices are well established accordingly. Our committee, which includes management executives, safety officers, and an environmental health and safety team from each business unit, was formed to improve the integration of the Group's health and safety management approach. Epidemic preventive measures have been added to our regular safety management approach in response to the COVID-19 outbreak.

TWG is committed to preventing occupational fatalities, injuries, and incidents by adhering to our safety management principle to cover "all members, all procedures and all locations at all time". The Dongguan plant has set annual goals of having zero serious injury cases and no more than one minor injury per year. To maintain a high-level awareness of occupational health and safety issues, TWG provides onboarding training and regular training on health and safety to all employees. Body checks are also provided for our employees regularly. Meanwhile, we provide training on fire safety and first aid to better prepare our personnel in cases of emergency. Fire drills are also held on a regular basis. We have held the annual occupational health and safety assessment at the Dongguan plant includes the assessment of the impact of the high voltage power facilities on the employee dormitory next to it.

3.1 健康、安全及身心安康

職業健康與安全

我們高度重視員工的健康及安全，並根據香港的《職業安全及健康條例》(第509章)《工廠及工業經營條例》(第59章)及《中華人民共和國安全生產法》實施全面的職業健康及安全管理措施。我們的健康及安全委員會負責監察整個營運過程中的健康及安全表現，並確保所有健康及安全程序妥善執行。我們的委員會由管理行政人員、安全主任以及各業務單位的环境健康及安全團隊組成，以進一步整合本集團的健康及安全管理方針。為應對新型冠狀病毒的爆發，我們將防疫措施納入常規安全管理方針內。

捷榮秉承涵蓋所有成員、程序、地點及時間的安全管理原則，致力杜絕員工因工傷亡、受傷及意外事故發生。東莞廠房已訂立年度目標，包括每年不發生嚴重事故，並限制輕微事故至每年不多於一宗。為保持員工對職業健康及安全的高度意識，捷榮為全體員工進行入職培訓及定期健康及安全培訓。我們會定期為員工提供體檢。同時，我們會提供關於消防安全及急救的培訓，幫助員工在緊急情況下做更充足的準備。此外，我們亦會經常進行防火演習。我們在東莞工廠進行了年度職業健康及安全評估，包括高壓電力設施對鄰近員工宿舍的影響評估。



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During the reporting year, we offered manual forklift training, protective equipment training, and chemical handling training to prevent injuries because of improper handling and chemical mishandling. Besides, in Hong Kong, to enhance employees' safety mindset, we provided reminder alerts and notifications to our employees.

To further enhance our health and safety practices, we closely monitor our health and safety performance. In the reporting year, there were no work-related fatalities in Hong Kong and Dongguan while 2 work-related injury cases were identified in Dongguan. Common injuries reported were reduced in the reporting period due to the increased training and provision of equipment which reduces manual labour. However, the employee compensation case for the logistics team due to injury has increased 3 cases to 11 cases compared with last year. This year, the average training hour on OSH per employee was 9.6 hours. As a result, we will continue to put more effort into employees' occupational health and safety and organise more training programmes to reduce the number of injury cases in the coming year.

Due to the COVID-19 outbreak, TWG took immediate action and implemented a wide range of preventive measures to guarantee the health of our employees. We shared health advice and guidelines among our staff to improve awareness in maintaining good personal hygiene, such as requiring all employees to wear a face mask and measure their temperature while entering the workplace, to ensure a safe and hygienic working environment. We deliver training online when possible and have adopted a remote and flexible working arrangement to minimise face-to-face interactions between employees. Since the start of the COVID-19 outbreak, the Group has increased the frequency of sanitising our working facilities and ventilation system. We have also devised specific plans for

於報告年度，我們提供了搬運及防護設備安全常識培訓和化學品處理培訓，以防止因不當操作和化學用品處理不當而造成的傷害。此外，在香港，為了加強員工的安全意識，我們會發出提示及通知。

為了進一步加強我們的健康和安全措施，我們密切監察我們在健康和安全方面的表現。報告年度內，香港及東莞並無因工作而死亡的個案，而東莞則有兩宗工傷個案。由於增加了培訓和提供了減少體力勞動的設備，報告所述期間所報告的常見受傷案例有顯著減少。然而，物流團隊的工傷個案相比去年增加了三宗增加至十一宗。今年，每位員工的平均職業安全和健康培訓時間為9.6小時。因此，我們將會繼續致力於保障僱員的職業健康與安全，並在來年舉辦更多培訓課程，以減少工傷個案數目。

面對新型冠狀病毒爆發，捷榮迅速採取了各種預防措施，以確保員工的健康。我們與員工分享了保持健康的建議和指引以提高個人衛生的意識，例如所有僱員在進入工作場所時必須佩戴口罩及量度體溫，以確保我們有一個安全及衛生的工作環境。我們盡可能以線上的形式進行培訓，並採用遠距離及彈性的工作安排，以減少員工面對面的接觸。自疫情爆發以來，我們已增強對工作設備及通風系統的消毒。我們亦制定了具體計劃，於本集團出現確診或懷疑個案時立即採



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immediate actions if a confirmed or suspected case arises within the Group. For example, we have taken the initiative to follow the Department of Health's practice of notifying all the patient's close contacts and requiring them to take the COVID-19 test. To maintain a high alert to the COVID-19 situation throughout the Group, all departments will be notified immediately regarding any confirmed or suspected case through our internal communication channels. To encourage COVID-19 prevention, our employees are provided with a vaccination holiday and designated employees are required to undergo polymerase chain reaction-based nucleic acid tests (PCR tests) on a monthly basis. While in Dongguan, offline seminars on hygiene and prevention against Covid-19 were held.

Employee Well-being

TWG values and respects each employee. Recreational activities were held for our employees' mental and physical well-being. The TW Club is an informal committee made up of employees from several departments to provide a range of relaxing events for our TWG family. Due to social distancing restrictions, no physical gatherings could be arranged during the reporting year. Nonetheless, we have made special arrangements to ensure that our staff still have a chance to participate in the company's celebration this year. We also delivered Christmas gifts to our staff to celebrate Christmas together. In addition, we honour our employees' contributions and devotion to the TWG family by presenting long service and outstanding performance award annually to our employees in Hong Kong so as to foster a motivating workplace for our employees to prosper in their career aspirations.

取行動。例如，我們主動遵循衛生署的慣例，通知患者所有的緊密接觸者進行新型冠狀病毒檢測。為了讓我們對集團內的疫情發展保持高度警覺，任何確診或懷疑個案將會透過內部的溝通渠道即時通知所有部門。為鼓勵新型冠狀病毒的預防，我們為員工提供「疫苗假期」，並要求指定員工每月接受聚合酶鏈反應核酸檢測(PCR檢測)。此外，我們亦在東莞舉辦了關於衛生和防疫的線下研討會。

員工身心安康

捷榮重視和尊重每一位員工。我們為員工舉辦多種康樂活動，提升他們的身心健康。TW Club是一個由不同部門僱員組成的非正式委員會，為捷榮大家庭組織多元化的休閒活動。在本報告年內，因受疫情的社交限制影響，我們無法安排實體聚會，但仍作出了特別安排，讓員工有機會參與本年度公司的慶祝活動。為共同慶祝聖誕節，我們為各員工送上了節日禮物。此外，我們每年會向香港員工頒發長期服務及表現突出獎，以表彰他們對捷榮大家庭的貢獻及承擔，務求營造一個能激勵員工的工作環境，幫助他們發展事業。



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TWG has been continuously supporting healthy lifestyles among our employees as part of our goals of establishing a people-oriented workplace and prioritizing our employees' health. Since 2019, the Dongguan plant has been granted the Healthy Workplace Corporate certificate by the Health Commission of Guangdong Province for taking initiatives in improving employees' physical and mental health. A dedicated task force is established in our Dongguan plant to monitor and assess the implementation of healthy workplace measures. We provide facilities or sponsor recreational activities such as exercising at fitness centres and playing badminton etc, to encourage our staff to exercise on a regular basis in order to maintain their physical fitness. Sports teams are also formed to encourage employees to exercise during the off-work time. We hold seminars on themes such as occupational safety and health, nutrition, psychology, etc, to better educate our staff on health-related concerns and enhance their understanding of mental well-being. We also offer psychological consulting services for our employees. In Hong Kong, we organised a mosaic lamp workshop for our employees to ease workplace stress. In addition, we also collaborated with Inspiring Hong Kong Sports Foundation to hold an eco-friendly hiking activity for our employees to promote fitness.

3.2 Employee Benefits

Remuneration and Benefits

Competitive remuneration and other benefits are offered to our employees under our welfare policies, which are following relevant laws and regulations including Hong Kong's Employees' Compensation Ordinance (Cap. 282) and the People's Republic of China's Labour Law. We provide our staff with overtime subsidies on transportation and meals, medical benefits as well as insurance. Meanwhile, we provide additional housing or dormitory benefits to staff in the Dongguan plant.

During the tough time of the COVID-19 outbreak, we did not lay off any of our employees nor reduce their pay, even for those having trouble keeping up with the normal work schedule and attendance.

捷榮持續向我們的員工推廣健康的生活模式，致力營造一個以人為本的工作環境，並將員工的健康放在首位。自2019年，東莞廠房為員工推出各項措施改善他們的身心健康，並獲得了由廣東省衛生健康委員會頒發的健康促進企業認證。在東莞廠房，我們成立了專責小組以監察及評估健康措施的實施情況。我們提供設施或贊助康樂活動，例如在健身中心進行鍛煉及打羽毛球等，鼓勵員工定期鍛煉，以保持身體健康。我們亦成立了不同的運動隊伍以鼓勵員工在休息時間多做運動。為進一步教育員工有關健康的知識和提升他們對心理健康的關注，我們舉行了健康講座，主題包括職業安全與健康，營養知識，心理健康等。同時，我們亦為員工提供心理諮詢服務。在香港，我們為員工舉辦了馬賽克燈工作坊，以緩解工作壓力。此外，我們還與凝動香港體育基金合作舉辦環保遠足活動，以促進員工健康。

3.2 員工福利

薪酬及福利

根據捷榮的福利政策及相關法律及法規，包括香港法例《僱員補償條例》(第282章)及《中華人民共和國勞動法》，我們向員工提供具競爭力的薪酬及其他福利。我們為員工提供加班時交通及膳食、醫療福利及保險等開支的補貼。同時，我們為東莞廠房的員工提供額外房屋或宿舍福利。

面對新型冠狀病毒爆發期間的艱難時刻，我們並沒有裁員或削減僱員薪酬，包括部分因為無法維持正常工作時間或在考勤方面遇到困難的員工。



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Diversity and Equal Opportunity

We place a strong emphasis on fostering a collaborative work environment by promoting the importance of diversity and equal opportunity. Our anti-discrimination and harassment policies are clearly outlined in detail in our Staff Handbook, with references to anti-discrimination ordinances i.e. Sex Discrimination Ordinance, Family Status Discrimination Ordinance, Disability Discrimination Ordinance, and Race Discrimination Ordinance of Hong Kong. These policies ensure that all employees have equal opportunities, and they prohibit discrimination against race, religion, age, nationality, social status, sexual orientation, gender identity, political preference, or disability. The Whistle Blower Policy is put in place to encourage our employees to speak up about any workplace mistreatment and to report on any misbehaviour observed to top management. The Group also coordinates an open investigation for any incident reported, and an investigative report will be published in response to the issue raised. We seek to enhance our workers' awareness and understanding of behavioural misconduct in the workplace by providing onboarding training for related issues in order to build an inclusive and equal working environment. During the reporting year, there were no cases of non-compliant behaviour regarding discrimination and harassment.

Human and Labour Rights

Throughout our business operations, TWG is committed to safeguarding human and labour rights. There are policies in place that prohibit the use of forced labour and child labour. All forms of non-voluntary employment, as well as employment including any sort of threat, violence, or slavery action, are stringently forbidden. During the reporting year, no cases of non-compliant behaviour regarding child and forced labour were identified. We protect our employees' entitlement to basic needs and self-management. To prevent cases of child labour in our Dongguan plant, internal rules have been devised concerning local regulations. In the reporting year, no cases of violations of human and labour rights were recorded.

多元及平等機會

本集團強調多元化及平等機會的重要性，以塑造一個融洽的工作環境。我們的員工手冊中清楚列明反歧視及騷擾政策，當中參考了香港的反歧視條例（即《性別歧視條例》、《家庭崗位歧視條例》、《殘疾歧視條例》及《種族歧視條例》）。這些政策確保所有員工都有平等的機會，並禁止一切因種族、宗教、年齡、國籍、社會地位、性取向、性別認同、政治取態及殘疾所產生的歧視。我們已制定舉報者政策，鼓勵我們的員工向高級管理層舉報任何觀察到或經歷過的不當行為或虐待事件。任何事故一經報告，本集團會進一步進行公開調查，並就提出的問題發出調查報告。我們旨在透過提供相關主題的入職培訓，加強僱員對工作場所內任何不當行為的關注及認知，以營造一個包容及平等的工作環境。於本報告年度，我們沒有任何有關歧視及騷擾的違規行為個案。

人權及勞工權利

捷榮致力在營運中維護人權及勞工權利。本集團已制定禁止使用任何強制勞工及童工的政策。我們嚴禁所有形式的非自願就業以及任何形式的威脅、暴力及奴役行為的就業。在報告年度內，我們並無發現任何有關童工及強制勞工的違規行為。我們保護員工享有基本需求和自我管理的權利。為防止東莞廠房出現童工問題，我們已制定與當地法規有關的內部規定。在本報告年度內，我們並沒有任何侵犯人權及勞工權利的事件。



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3.3 Employee Training and Development

Training Opportunities

We believe that a proficient and dedicated workforce is critical to TWG's long-term success. Thus, we place a great value on our employees' learning and development to help them maximise their professional potential. We concentrated our training and development programmes on four key aspects, including Talent Development, Cultural Transformation, Competency Enhancement, and Professional Development, as guided by our Training Policies. We offer a variety of internal and external training opportunities to ensure that our employees acquire the knowledge and skills they need to keep up with our operating needs and the changing business environment. Orientation programmes are offered to our new employees to guarantee a smooth onboarding process. Background, structure, working environment, general policies, occupational health and safety of the Group will be discussed during the orientation programmes. Our new employees will also receive specific training on their duties accordingly.

The Group also provided on-the-job training to our employees regularly that tailors to the specific needs of their duties and qualification requirements, which cover themes such as food safety, quality control, environmental protection, and legal regulations. For example, our procurement team participates in the Rainforest Alliance training programme to become familiar with current certification practices. Regular training is also provided for employees in the production department to keep them up to date on the most recent hygiene and safety regulations, good manufacturing practices, and production requirements. This year, various new training programmes were offered to our employees, which include coffee machine and tea machine use and control, TWG meat training and TWG dairy training. The two training programmes gave detailed explanations of dairy products such as milk, condensed milk, and cream, etc., and meat products like Iberico pork and Wagyu beef. Whereas the coffee machine and tea machine use and control training courses taught the employees the functions of different machines and machine operations.

3.3 員工培訓及發展

培訓機會

捷榮相信一個精幹敬業的團隊對我們的長遠業務發展相當重要。因此，我們高度重視員工的學習及發展，並全力支持他們在事業上發揮最大的潛力。在我們的培訓政策下，員工培訓及發展計劃主要集中於四個範疇，包括人才發展、文化轉型、能力提升及專業發展。我們提供各種內部及外部培訓機會，讓員工具備知識及技能，以緊貼我們的營運需要及變換的營商環境。我們為新員工提供入職培訓計劃，以確保順利入職。入職培訓包括為新員工介紹公司背景、架構、工作環境、一般政策、職業健康及安全。同時，我們亦會向新員工提供特定職責培訓。

本集團亦定期為員工提供在職培訓，以滿足各崗位的特定需求及資格，培訓內容涵蓋食品安全、質量控制、環境保護及法律法規等主題。例如，我們的採購團隊參加了雨林聯盟培訓項目，以熟悉現有認證慣例。我們亦為生產部門的員工提供定期培訓，讓他們了解最新的衛生及安全標準、良好的生產規範及生產要求。今年，我們為員工提供了多項嶄新的培訓計劃，包括咖啡機和製茶機器的使用和控制以及關於捷榮肉製品和奶類製品的培訓。這兩個培訓項目分別對牛奶、煉乳、奶油等奶類製品和黑毛豬、和牛等肉製品進行了詳細的講解。而咖啡機和製茶機器的使用和控制培訓課程則教授員工關於不同機器的功能和操作。



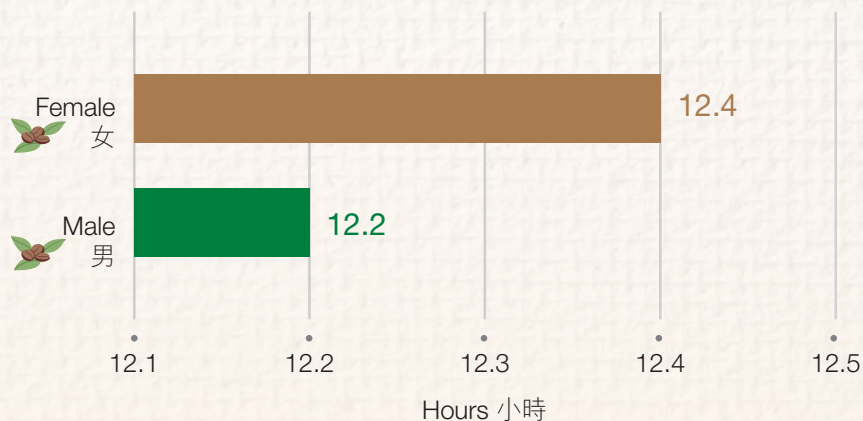
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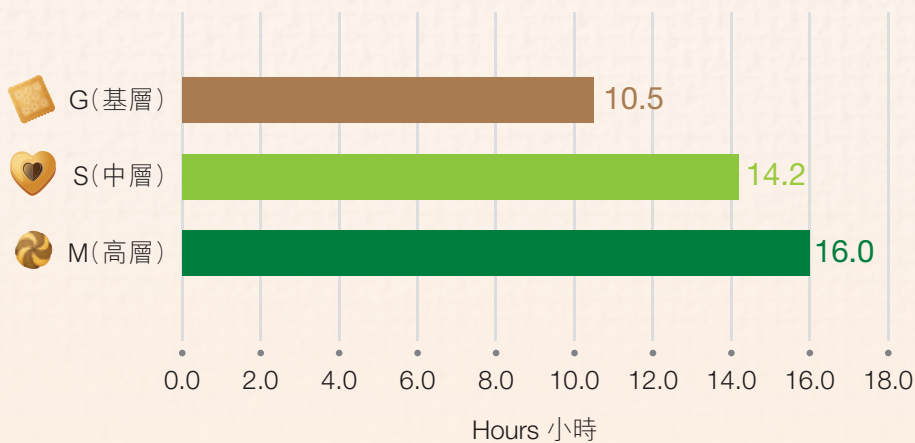
In addition, we held various corporate trainings to help our management team to enhance their management capabilities. These trainings address topics including food safety management, environmental management, and human resource management. Aside from that, to further assist our personnel in developing their professional knowledge and skills, we grant subsidies to our employees to apply for external professional training upon request.

此外，我們舉辦了一系列的企業培訓，以提升管理團隊的管理能力。有關培訓涵蓋了食品安全管理、環境管理及人力資源管理等主題。除此之外，為促進員工發展其專業知識及技能，我們會按需求為員工提供參加外部專業培訓的津貼。

Average training hours completed per employee by gender
按性別劃分的每名僱員完成受訓的平均時數



Average training hours completed per employee by employee category
按僱員類別劃分的每名僱員完成受訓的平均時數





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Career Progression

TWG attempts to provide a diverse range of learning opportunities to equip our employees for their continuous career development. We ensure that our employees have adequate opportunities to progress in the Group by implementing an internal promotion system. Based on the employee's performance, ability, qualification, and experience, an appraisal system has been developed. It enables our employees to realise their various potentials, and cross-departmental transfer procedures are in place to help them completely realise their potentials and talents.

事業發展

捷榮致力提供各種學習機會，讓員工可以充分地提升自己，在事業上有持續的發展。我們透過內部晉升制度，確保員工有充足的機會在本集團內發展。我們會根據員工的表現、能力、資格及經驗來制定一套評估制度。我們亦設有跨部門調動機制，讓我們的員工發掘自己不同的潛力及才能。



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CHAPTER 4 OUR ENVIRONMENT

TWG is dedicated to reducing environmental impacts by operating more sustainably. Our long-term sustainability commitment, as outlined in the IMS policy, directs our environmental management system and standards throughout all of our company operations. Our environmental management systems in both Hong Kong and Dongguan are both certified with ISO 14001 and Rainforest Alliance Certification. The Group adheres to its air emission, noise control, sewage discharge, and waste handling guidelines and management methods in strict accordance with applicable environmental laws and regulations. Meanwhile, we hired a third party to inspect our air, water, fume, and noise emissions. There were no issues of non-compliance noted regarding the environmental laws and regulations in Hong Kong and Mainland China.

The Group strives to improve its environmental performance constantly. The establishment of several quantitative and qualitative targets in our Dongguan plant aided the Group in developing appropriate environmental initiatives while also serving as benchmarks for assessing our environmental progress. We evaluate our performance every year to verify that the outcomes meet our ESG goals. We are glad to report that our Dongguan plant met all of its environmental goals in 2021.

第四章我們的環境

捷榮致力透過更可持續的營運方式減少對環境的影響。綜合管理體系政策概述了我們的可持續發展的長期承諾，為我們業務營運的環境管理體系及標準提供指引。我們在香港及東莞的環境管理體系均已通過ISO 14001和雨林聯盟認證。本集團嚴格遵從其廢氣排放、噪音控制、污水排放及廢棄物處理指引和管理計劃，並確保遵守環境法律及法規。同時，我們聘請第三方來審核我們的廢氣、排水、油煙及噪音排放，在香港及中國內地均沒有發現任何違反環境法律及法規的事宜。

本集團一直致力改善我們在環境方面的表現。我們在東莞廠房設立多個定量及定性目標，有助集團制定相應的環保措施，同時還可以作為監督我們環境表現進展的基準。我們每年定期檢討集團的表現，以確保結果與我們的ESG目標一致。於2021年，我們的東莞廠房達到所有環境目標。



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| No. 編號 | Environmental Target 環境目標 | Environmental Performance Indicator 環境績效指標 |
|-----------|--|--|
| 1 | Prevent fire accidents 防止火災事故 | Annual no. of fire accident to be zero 年度火災事故次數為零 |
| 2 | Eliminate leakage of hazardous chemicals 杜絕危險化學品洩漏 | Annual no. of hazardous chemical leakage to be zero 年度危險化學品洩漏次數為零 |
| 3 | Wastewater discharge meets specified standards 廢水排放達標 | Meet the Local Standard of Guangdong Province “Discharge Limits of Water Pollution” (DB44/26-2001) 符合廣東省地方標準《水污染物排放限值》(DB44/26-2001) |
| 4 | Noise emission meets specified standards 噪音排放達標 | Comply with National Standard of the People’s Republic of China “Emission Standard for Industrial Enterprises Noise at Boundary” (GB12348-2008) 符合中華人民共和國國家標準《工業企業廠界環境噪聲排放標準》(GB12348-2008) |
| 5 | Air pollutant emissions meet specified standards 廢氣排放達標 | Comply with Local Standard of Guangdong Province “Emission Limits of Air Pollutants” (DB44/27-2001) 符合廣東省地方標準《空氣污染物排放限值》(DB44/27-2001) |
| 6 | Emission of oily fumes meets specified standards 油煙排放達標 | Comply with the National Standard of the People’s Republic of China “Emission Standard of Cooking Fume” (GB184383-2001) 符合中華人民共和國國家標準《飲食業油煙排放標準》(GB184383-2001) |
| 7 | Hazardous waste treatment meets specified standards 危險廢棄物處理達標 | Hazardous waste recycling rate to be 100% 危險廢棄物回收率為100% |

Green office initiatives are becoming increasingly popular as a way to encourage employees to be more environmentally responsible at work. The Group conducts internal training on ISO 14001, Rainforest Alliance audit, and internal and external assessments to further enhance their awareness of environmental management.

綠色辦公室措施日漸普及，為一種鼓勵員工在工作中實踐環保責任的方法。本集團提供內部培訓，包括ISO 14001、雨林聯盟審核以及內部和外部評估，以進一步提高員工對環境管理的認知。



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4.1 Energy Consumption and Air Emission

TWG is working to improve energy management and reduce energy use in all our businesses. Electricity consumption in our Dongguan operations was rigorously monitored to measure the feasibility of the Group's energy-saving measures, with an electricity consumption of 0.31 kWh per tonnes produced.

During the reporting year, the majority of energy consumed by the Group was due to production and supply chain operation. Several environmental measures were performed in our office buildings to improve energy efficiency. We have been gradually replacing lighting with LED lights, which is now accounting for 71% of the office space in Hong Kong. In Hong Kong plants, T5 lamps were also installed, accounting for 10% of all lighting. This year, the Dongguan office achieved its goal of replacing all fluorescent lighting by installing a total of 122 LED lamps. To achieve the annual target of 2021, which is to reduce the electricity consumption by 1%, the Group replaced some of the old equipment with "Grade 1" energy label equipment to achieve energy efficiency. The Group also implemented a smart energy control system to limit energy usage. On the other hand, staff was alerted regularly about energy saving through notice, email, and OA system to raise their energy-saving awareness. In addition, we received the Energywise Certificate from Hong Kong Green Organization Certification this year, demonstrating our contribution to saving energy.

In terms of fuel usage, the recently installed natural gas pipeline in Dongguan substitutes the use of bottled liquefied petroleum gas for coffee roaster fuelling operations, and it is predicted to use less energy. We planned to renovate the Hong Kong plant facilities, replacing the coffee bean roaster's afterburner with a water scrubber to boost energy efficiency and minimise air pollutants. However, suppliers have delayed the delivery of the water scrubber due to COVID-19. We expect to complete the upgrade in the middle of 2022. We also put in a lot of effort to use less diesel in the delivery of our goods. To reduce diesel consumption, our Logistics Department determines the shortest delivery routes to our clients based on geographical regions

4.1 能源消耗及廢氣排放

捷榮正致力改善能源管理，並在我們的業務中減少能源消耗。我們密切監測東莞營運的用電量以確保本集團節能措施的可行性，本年度每噸產品的用電量為0.31千瓦時。

本報告年度，本集團的能源消耗主要來自生產和供應鏈的營運上。我們在辦公大樓推行多項環保措施以提高能源效益。我們正逐步以LED照明系統取代原有的照明系統，目前，香港辦公室的LED燈使用覆蓋率達71%。香港廠房亦安裝了T5 LED光管，佔所有照明系統的10%。本年度，東莞辦公室共安裝了122盞LED燈，全面取代熒光燈。為了達至減少1%用電量的年度目標，本集團以一級能源標籤的設備取代舊設備來提高能源效益。本集團亦推行智能能源控制系統以限制能源使用。另一方面，我們會以通告、電郵、自動化系統定期提醒員工節省能源，提升他們的節能意識。此外，我們於本年度獲得香港綠色機構認證頒授的節能證書，展示了我們對節省能源的貢獻。

在燃料消耗方面，我們最近在東莞廠房安裝的天然氣管道取代了液化石油氣作為咖啡烘烤爐的燃料，預計將減少能源消耗。我們本計劃於今年翻新香港廠房的設施，將咖啡炒爐的後燃機更換為水洗滌器，以提高能源效益及減少廢氣排放。然而，因疫情緣故，供應商延遲了水洗滌器的供應，我們預計在2022年年中才可安排升級。我們的物流部亦致力根據地理位置規劃最短的配送路線，並定期檢視及整合配送路線以減少柴油消耗。由於本年度與上年度採取了不同的



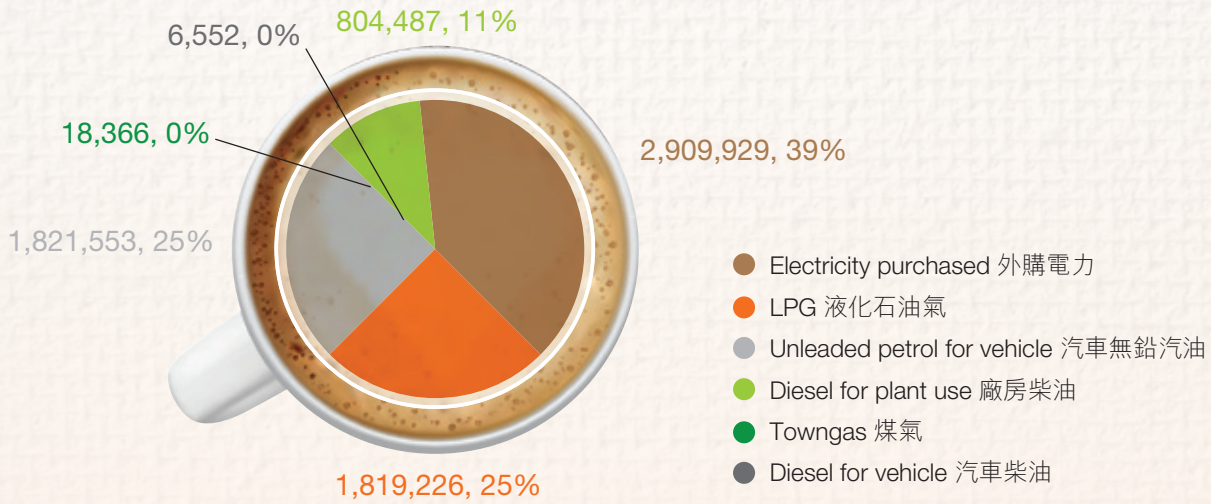
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through reviewing and grouping delivery routes regularly. Due to the difference in production ratio compared with last year, the energy intensity of TWG has increased by 4.04% and the total energy consumption of TWG has increased by 3.69%. It has also resulted in the emission of a total of 2,611 tonnes of carbon dioxide equivalent (CO₂e) greenhouse gas this reporting year, which is 11% more than the previous year. Hence, we will implement more energy initiatives to reduce consumption next year.

生產比例，捷榮的能源密度和總能源消耗較2020年分別上升了4.04%和3.69%。這導致本報告年度的溫室氣體總排放量為2,611噸二氧化碳當量(CO₂e)，較去年上升11%。所以，我們下年度會實施更多節省能源的措施以減少能源消耗。

Source of Energy Consumption (in kWh)
能源消耗來源(千瓦時)



Realising the cruciality of reducing air pollution, TWG is striving to make improvements in the Group's biggest emitters: manufacturing process and transportation. Water scrubbers in the coffee roasting process, which we deferred the installation to 2022 due to COVID-19, will remove organic particles and odours from the flue gas, lowering air emissions even more. During the production of instant beverage items in the Dongguan plant, we apply modern filtering technology to reduce particulate matter emissions.

捷榮意識到減低空氣污染的重要性，積極改善本集團主要的排放物來源 — 生產過程及運輸。由於疫情影響，我們將延遲咖啡烘焙過程中的水洗滌器的安裝至2022年初，該措施可去除煙氣中的有機顆粒物及氣味，進一步減少廢氣排放。在東莞廠房生產速溶飲料產品時，我們採用了先進的過濾技術，以減少顆粒物排放。

In addition, the Group has switched to Euro 5 diesel cars for logistics, which has resulted in significant reductions in air pollution.

此外，本集團已採用歐盟五期柴油車輛進行物流活動，大幅減少空氣污染。





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4.2 Waste Management

TWG recognises the importance of adopting industry best practices into our waste management systems to reduce waste output. Our general waste, recyclable waste, and hazardous waste from manufacturing plants and offices are all handled separately, and the amount of waste created is continuously regulated. To encourage recycling, special areas are allocated to collect and store recyclable raw materials packaging such as burlap, metal, plastic, and paper cardboard, with certified recycling firms collecting these materials regularly. Hazardous wastes, such as fluorescent tubes, laboratory organic solvent, wasted chemical or organic solvent barrels, and waste machine oil, are stored separately from other wastes in specified places following local legislation. These materials are then collected and recycled by qualified service providers, ensuring that they are safely and properly disposed of. Our Dongguan operations achieved the target of a 100% recycling rate of hazardous waste over the year.

Our wastewater discharge was confirmed by a third party for compliance with discharge-related rules and regulations during the reporting year. We believe that incorporating new technology into our manufacturing process will reduce wastewater output; as a result, we installed air compressors that filter pollutants and oil from wastewater, leading to cleaner discharge water.

The Group believes that minimizing waste output begins with minor matters and is important in encouraging staff to reuse and recycle. In office spaces, recycling containers are provided, and recyclables are collected and sent to suppliers for reuse or further processing. Stationery can also be reused by storing it in the common area for public use. We ran several programs to encourage the use of green waste management practices. For example, the Office Olympics held since 2020, emphasises the use of minimal stationery and printers. To limit the number of new stationery orders, a departmental stationery order control system was introduced. We have partnered with InspiringHK Sports Foundation to organise a trail clean-up activity. It provides an opportunity platform to raise awareness towards environmental protection.

4.2 廢棄物管理

捷榮意識到在我們的廢棄物管理系統中採用行業最佳實踐以減少廢棄物產生的重要性。我們將生產廠房及辦公室產生的一般廢棄物、可回收及危險廢棄物進行分類處理，並持續監控所產生的廢棄物數量。為鼓勵回收，我們在指定區域收集及儲存可回收的包裝原料，如粗麻布、金屬、塑膠及紙板，然後由已註冊的回收公司定期收集這些廢棄物。至於危險廢棄物（如熒光燈管、實驗室有機溶劑、含化學或有機溶劑的廢桶及廢機油），會根據當地法規於指定區域與其他一般廢棄物分開存放。這些材料會由持牌服務供應商進一步收集及回收，並進行安全及正確的處置。我們位於東莞的業務在過去一年達到危險廢棄物回收率100%的目標。

於報告年度，我們的廢水排放已由第三方核實符合排放相關的法律及法規。我們相信在生產過程中引進先進技術可有效減少廢水產生，因此，我們透過安裝空氣壓縮機過濾廢水中的雜質及油料，從而排放較清潔的水。

本集團相信盡力減少廢棄物產生始於小步，因此鼓勵員工重用及回收至關重要。我們在辦公區域提供回收箱，所收集到的可回收物品會交回供應商以供重用或進一步處理。文具亦可放置於公共區域供大家循環使用。為鼓勵實踐綠色廢棄物管理，我們推行多項活動。例如自2020年開始舉辦的辦公室奧運會強調減少文具消耗及打印機使用。本集團亦實施部門文具訂單控制，以限制新文具訂購。我們亦與凝動香港體育基金會合作舉辦環保遠足活動，提供一個提升環保意識的平台。



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4.3 Resource Consumption

The Group acknowledges the underlying scarcity of resources on the planet and is committed to reducing resource consumption through effective resource management.

Water consumption

We are committed to reducing water consumption by setting a 1% year-over-year annual water consumption reduction target. We understood our water consumption patterns and developed water usage intensity targets with associated measures by regularly monitoring our water consumption in different operations units and ensuring taps and water pipes are in normal working operation. We used UV light instead of water to sanitise the common area at the Dongguan plant, and ozone to clean the air-conditioner ducts, saving water. We successfully decreased our water consumption to 1.8 m³ per tonnes of products after implementing these methods and raising water awareness among our employees by putting water-saving reminders at the pantry and toilet.

Paper consumption

We have established a 2% year-on-year annual paper consumption reduction goal in Hong Kong as we are committed to lowering paper usage in our office operations. To meet our reduction goals, we implemented an office automation (“OA”) system as an e-platform for processing daily operating paperwork, reducing the need for physical copies. The OA system also aids in the streamlining of operations and the reduction of human error, resulting in fewer duplicate and needless paper copies. We regularly monitor each department’s paper consumption on a monthly basis to promote paper conservation, and we actively share paper-reduction techniques and skills with staff via email reminders and posters. Our consistent efforts have resulted in a 1.3% reduction in paper consumption in Dongguan, which is slightly lower than our expectations. On the other hand, we have saved 39% paper consumption in 2021 in Hong Kong. As a result, the overall performance is satisfactory this year, and we will continue to put more effort into paper consumption reduction next year.

4.3 資源消耗

本集團深知地球固有資源的稀少性，致力通過有效的資源管理以減少資源消耗。

耗水量

我們已制定每年減少1%耗水量的年度目標，以減少用水量。我們持續監控不同營運單位的耗水量並確保水管和水龍頭運作正常，以了解我們的用水模式及訂立耗水密度的目標及相關措施。在東莞廠房，我們採用紫外光代替水進行公共區域的消毒，並使用臭氧來清潔空調管道，從而減少耗水量。透過採用這些措施及提升員工的節水意識，例如在休息間和洗手間放置惜水提示，我們成功將每噸產品的耗水量減少至1.8立方米。

紙張消耗

我們已在香港訂立每年減少2%紙張消耗的目標，致力減少辦公室營運的紙張消耗。為實現我們的減廢目標，我們已引入辦公室自動化系統作為網上平台來處理日常營運文件，減少紙本印刷。辦公室自動化系統也有助簡化營運運作和減少人為失誤，減少重複及不必要的紙本印刷。為推廣節約用紙，我們定期每月密切監控各部門的用紙情況，並透過電郵提示及海報積極與員工分享減少用紙的貼士及技巧。我們的持續努力令東莞辦公室的紙張消耗量減少了1.3%，稍低於我們的預期。另一方面，香港辦公室於2021年的紙張消耗量減少了39%。總括而言，我們今年的整體表現令人滿意，明年我們將繼續努力減少紙張消耗。



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Product Packaging

We realise the environmental impacts of our products' single-use packaging, so we have been working hard to find new packaging materials to reduce waste. Besides, we have already started using environmentally friendly ink and glue for the aluminium film printing on our product manufactured in Dongguan to reduce environmental consequences. We are continuously investing in safe and biodegradable materials for the filter of tea and coffee and thread of tea bags that will not affect the quality of our products.

Coffee and Tea's Impact on the Environment

We understand the connection between the environment and the cultivation of coffee and tea as a provider. Potential loss of biodiversity might be caused by land alteration for coffee and tea cultivation while land contamination may happen due to agrochemicals and pesticides consumption. We recognise our obligation to prevent these indirect environmental impacts by implementing sustainable supplier management procedures even though the environmental issue will not immediately impact our business operation. The Supporting Sustainable Procurement section of this report contains more information on sustainable practices.

4.4 Climate Change

We adopted a climate change policy to guide our effort to mitigate the impact of climate change and build resilience and adaptability of our operations and promote sustainability and environmental awareness at all levels of the Group. The scope of the climate change policy includes energy efficiency and conservation, use of renewable energy, packaging, raw material sourcing, waste management, and GHG emissions.

For physical risks, a high level of frequency in heavy rainfall might cause flooding and affect the manufacturing process of coffee and black tea solutions from the raw materials. Furthermore, hot, humid conditions, as well as freezing conditions are unsuitable for storing raw materials like coffee beans, tea leaves. etc. Hence, the rise of average temperature might affect the temperature control of ingredient storage.

產品包裝

我們明白一次性的產品包裝所帶來的環境影響，因此，我們不斷努力尋找新的包裝材料以減少廢物產生。此外，我們已在東莞生產的產品上採用環保油墨及膠水來印刷鋁膜，減少對環境的污染。在不影響產品質量的前提下，我們不斷投資安全及可生物降解的材料，以用於茶和咖啡過濾及茶包線的研發。

咖啡及茶對環境的影響

作為供應商，我們明白咖啡及茶葉種植與環境之間的關聯。種植咖啡及茶葉後的土地變更可能會導致潛在的生物多樣性損失，而農藥及殺蟲劑的使用可能會導致土地污染。儘管這些環境問題不會即時影響我們的業務營運，但我們有責任實施可持續的供應商管理程序，以防止這些間接環境影響。本報告的「支持可持續採購」章節詳述了更多本集團的可持續實踐。

4.4 氣候變化

我們制定並採納了氣候變化政策以指引我們減緩氣候變化帶來的影響，建立我們營運的韌性與適應力，並在本集團的各個層級中推廣可持續發展和環保意識。氣候變化政策的範圍包括能源效益及節能、可再生能源的使用、原材料採購、廢棄物管理和溫室氣體排放。

關於實體風險，頻繁的強降雨可能會導致水浸，影響咖啡和紅茶原材料的生產過程。另外，炎熱、潮濕以及冰凍的環境皆不適合儲存如咖啡豆和茶葉等的原材料。因此，平均氣溫的上升可能會影響材料儲存的溫度控制。



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For transition risks, to meet the national carbon neutrality target by 2060, it is expected that China will implement stricter policies and regulations to control GHG emissions. Therefore, it might impact the business operation and bring uncertainty in terms of GHG emissions.

To cope with the risks, our Group implemented the climate change policy with the following mitigations. We comply with all applicable environmental legislation and sustainability commitments and adopt industry best practices to improve energy efficiency in operations. By carrying out waste management strategies that promote waste minimisation, re-use, recovery, and recycling, we can prevent pollution and reduce the consumption of resources. On the other hand, we incorporate energy efficiency measures into facilities and promote efficient energy use in all areas of business activity. The Group also strives to promote and invest in technologies that provide alternatives to products and services to achieve the goal of sustainability. Adopting a procurement programme can also be an effective measure that considers the environmental impact of products and services and supports the purchase of sustainable products. In terms of employees' environmental awareness, we encourage our staff to be aware of the environmental impacts of their work activities through training to minimise the impacts and set KPIs and goals. Additionally, partnering with external stakeholders to promote environmental awareness and good practices in our communities can also help with environmental protection.

We continuously review the climate-related risks in our operations to enhance our understanding of their impacts. We also integrate climate-related considerations into our risk management and decision-making processes. To respond to the transition risks, we monitor the market and regulatory changes. The climate change policy will be reviewed on a regular basis to evaluate continued relevance and to monitor compliance.

至於轉型風險，為了實現2060年國家碳中和目標，我們預計中國將會採取更嚴謹的政策和法規來控制溫室氣體排放。因此，這有機會影響業務營運並為溫室氣體排放量方面帶來不確定性。

為了應對上述風險，本集團實施氣候變化政策及以下緩解措施。我們遵守所有適用的環保法規和可持續發展承諾，及採取最佳行業實踐以提高營運中的能源效益。透過實施廢棄物管理策略以推廣減少廢棄物的產生、重覆使用、回收再用及循環使用，我們可以避免污染及減少資源消耗。另一方面，我們將能源效益措施納入不同設施及於商業活動中，全面推廣有效使用能源。本集團亦致力推廣及投資可替代產品和服務的技術，以達至可持續發展的目標。採購計劃的實行能夠有效地將產品和服務對環境的影響納入考量，亦能支持可持續產品的採購。在員工的環保意識方面，我們透過培訓以鼓勵員工意識到所作的工作行為對環境的影響，務求將影響減至最低及訂立關鍵績效指標。此外，與外部持份者合作在社區中推廣環保意識也有助於環境保護。

我們持續檢視營運中的氣候相關風險以增加我們對其影響的了解。我們亦把氣候相關因素納入風險管理和決策的過程當中。為應對轉型風險，我們密切關注市場和監管方面的變化。我們亦會定期檢討氣候變化政策以評估其持續的相關性並監測其合規性。



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Addressing Climate Change Risks in our Supply Chain

By conducting desktop review and research to understand the severity of the risks posed on the crops, we identified the major risks in our supply chain that could affect our business. We recognise that extreme weather such as drought, rainstorms, heatwave, as well as extreme growing circumstances such as disease spread and soil erosion, all of which have an impact on crop growth due to the environmental sensitivity of the coffee and tea crops.

These factors may cause a reduction in crop quality and supply, impacting the price of raw resources. As a result, a variety of strategies have been implemented to manage climate-related risks across our value chain to reduce the risks posed.

By obtaining annual reports from our suppliers and institutions such as the Agricultural Society of USA, we are able to forecast the climate conditions of a specific area and analyse how coffee and tea crops could be affected in the short term to long term. These measures help to build a thorough understanding and assist us to come up with purchasing decisions along the supply chain. In addition, to improve the stability of our product supply, we purchase coffee and tea products from a diverse pool of suppliers to avoid over-dependence on a single supplier from a specific area. Through the collaborative efforts of our Research and Development, Quality Assurance, and Procurement team, we have continuously expanded our product sourcing pipeline and created a list of approved suppliers in case our primary supply source is impacted.

應對供應鏈中的氣候變化風險

透過進行資料研究以了解風險對農作物的嚴重性，我們已識別出供應鏈中會影響我們營運的主要風險。我們明白咖啡及茶葉對種植環境非常敏感，乾旱、暴雨、熱浪等極端天氣以及疾病傳播、土壤侵蝕等極端情況皆會影響農作物的生長狀況。

這些情況可能導致農作物的品質及供應下降，影響原材料的價格。因此，我們透過在價值鏈中實施多種措施，以管理及減少因氣候變化帶來的風險。

透過從供應商及機構(例如美國農業協會)獲取年度報告，我們可以預測某個特定地區的氣候狀況，並分析咖啡及茶葉在短期至長期內將會受到的影響。這些措施有助我們更全面了解潛在的氣候風險，並協助我們作出採購決定。此外，為了提高產品供應的穩定性，我們從不同的供應商採購咖啡及茶產品，以避免對特定地區的單一供應商產生過度依賴。通過研發、質量保證和採購團隊的共同努力，我們不斷擴展產品的採購渠道，並已製定一份受認可的供應商清單，以防我們主要的供應來源受到影響。



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CHAPTER 5 OUR COMMUNITY

TWG recognises our responsibility to contribute to society and address the community's needs. Through joint efforts with our employees and our partners, the Group contributed 370 community service hours and donated HK\$186,000 in 2021.

5.1 Promotion of Coffee Culture

With the Coffee Academy for the Community (the "Academy") programme in Dongguan, we promote professional coffee-making skills and knowledge to interested parties, allowing more talents to engage in advanced coffee training.

第五章我們的社區

捷榮意識到我們有責任為社會作出貢獻及協助處理社區需要。在全體員工及合作夥伴的共同努力下，集團於2021年共貢獻了370小時的社區服務及捐贈了18萬6千港元。

5.1 推廣咖啡文化

我們在東莞參與成立公益咖啡學院（「學院」），向有興趣的人士推廣專業的咖啡製作的技巧和知識，吸引更多的人才參與高級咖啡培訓。



Case Study 案例

Nurturing Coffee Professionals through the Academy 通過學院培養咖啡專業人才

To engage the local communities, TWG operates the Academy with a governmental organisation, named the Hengli Social Governance Collaborative Innovation Centre. The Academy aims to prepare the underprivileged with coffee brewing skills and allow them to kickstart in the coffee-making journey. In addition to their personal development, we promote shared value in the Academy by encouraging them to give back to society through volunteering.

2021 marked the fifth year of the Academy, and over 140 individuals have benefited since 2017. This year, we organised three training programmes with about 30 participants. Among the 22 graduates entering the catering industry, eight of them have built their own businesses with the skills acquired.

為了連繫當地社區，捷榮與名為橫瀝社會治理協同創新中心的政府機構合營學院。該學院旨在協助弱勢群體學習咖啡釀造技巧，展開他們的咖啡製作之旅。除了個人發展，我們鼓勵他們通過志願服務來回饋社會，以促進學院的共同價值。

2021年是該學院成立的第五年，自2017年以來，已有超過140人受益。今年，我們舉辦了三個培訓課程，約有30名學員參加。在22名餐飲業的畢業生中，有8人能夠利用所學技能成功創業。





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Case Study 案例



**The Academy —
Training courses
organised in 2021**
學院 — 2021年培訓計劃



We held workshops at various events this year to promote the culture of coffee and HK Style Milk Tea, such as Latte Art Workshop, Summer Tea Party, and so on. In July 2021, we partnered with an event organiser and held three different workshops for coffee, milk tea, and cocktail, with 12 people attending each session. Aside from that, in April 2021, 100 individuals attended the Latte Art Workshop at Jao Tsung-I Academy. Whereas the Summer Tea Party has a total of 4 sections and 48 people attended this event.

今年，我們在不同的活動中舉辦工作坊以推廣咖啡和港式奶茶文化，如饒宗頤文化館咖啡拉花工作坊、夏日More More茶等。在二零二一年七月，我們與活動主辦單位合作，舉辦了三個不同的工作坊：咖啡、奶茶以及雞尾酒工作坊，每個工作坊均有12人參加。此外，於2021年4月，共有100人參加了在饒宗頤文化館舉辦的咖啡拉花工作坊。而夏日More More茶的茶藝工作坊分為4節活動，共有48人參加。



**Promote the culture of coffee
and HK Style Milk Tea**
推廣咖啡和港式奶茶文化





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Case Study 案例

Stepping up Social Impacts with the Hengli Community Academy (the “Community Academy”)

Upholding the 1:1 Training: Community Principle, the Academy encourages participants to devote an equal amount of time to learn and serve the community. With the Public Coffee Bar established with the Hengli Social Governance Collaborative Innovation Centre in 2020, it continues to serve as a practical platform for graduates from the Academy to practice coffee-making skills. Profits are donated to charity organisations to support community activities.

與橫瀝社區學院(社區學院)共同提升社會影響力

學院秉承「1：1的公益培訓」的原則，鼓勵學員在學習及社區服務投入相同時間。2020年，學院與橫瀝社會治理協同創新中心共同成立了益企啡吧，繼續為學院畢業生提供咖啡技藝實踐的平台。其中的利潤會捐贈給慈善機構，以支持社區活動。



Community care activities
社區關懷活動



Leveraging the foundation of the Public Coffee Bar, TWG further cooperates with the Hengli Social Governance Collaborative Innovation Centre to establish the Community Academy in 2021. The Community Academy is established to drive enterprises and community organisations to create collective social impacts in Hengli, connecting different enterprises through a town-level skills learning platform. The Community Academy is branded with four major services, which are training programmes, the Public Coffee Bar, community care activities, and community council meetings.

在益企啡吧的基礎上，捷榮進一步與橫瀝社會治理協同創新中心合作，於2021年成立社區學院。社區學院旨在推動企業和社區組織在橫瀝創造集體的社會影響力，通過鄉級技能學習平台連接不同企業。社區學院主要提供四項服務，包括培訓課程、益企啡吧、社區關懷活動和社區會議。



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5.2 Local Community Development

We encourage our employees to join us in caring for the community. We focus our community investment in four major areas, including nurturing the youth, community care, supporting athletes and sports events, and environmental care.

Volunteering

The Academy formed a volunteer team in 2019, accumulating a total number of 116 graduates in 2021. The volunteer team reached out to the community with a wide range of volunteering activities, such as elderly and sick children visits, medical services, and city cleaning activities. Also, the volunteer team distributed milk tea and coffee to different groups of public servants to express our support and gratitude.



In recognition of our work on investing in the community, TWG was awarded the Excellent Service Project Award among Dongguan Volunteer Services during the reporting year.

5.2 本地社區發展

我們鼓勵員工共同關心社區。我們的社區投資主要集中在四個領域，包括培育青少年、社區關懷、支持體育發展，以及環境保育。

義工活動

學院於2019年成立義工隊，在2021年累計有116名畢業生加入。義工隊向社區伸出援手，開展廣泛的志願活動，如探訪老人和患病兒童、醫療服務和城市清潔活動。此外，義工隊亦分發奶茶和咖啡予不同崗位的公務員，以表達我們的支持和感謝。

The volunteer team visited local groups and sent love to the community
志願者團隊走訪當地團體，向社區傳遞愛心



於報告年度內，捷榮獲頒「東莞志願服務先進典型優秀志願服務項目獎」，以表揚我們對社會所作出的貢獻。



Environmental, Social and Governance Report

環境、社會及管治報告

Youth and Sports Development

Supporting youth development is one of the focus areas in our community work. During the reporting year, TWG organised a range of career activities for secondary school students, including career talks, company visits, and three sessions of Work Experience Programme for students from seven secondary schools. TWG also participated in the Job Tasting Programme 2021 held by St. James' Settlement in July and the Business-School Partnership Programme (BSPP). These programmes provided students with hands-on experience and chances to explore their career paths.

青少年及體育發展

支援青少年發展是我們社區工作的重點之一。在報告年度內，捷榮為中學生舉辦了一系列的就業活動，包括就業講座、公司參觀，以及為七所中學的學生舉辦了三期工作體驗計畫。捷榮亦參加了於7月由聖雅各福群會舉辦的「2021年職場體驗計畫」以及「商學院合作計畫」(BSPP)。這些計畫為學生提供了實踐經驗和探索職業道路的機會。



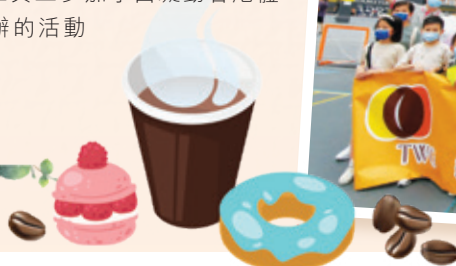
Students had job tasting experience in TWG
學生在捷榮體驗職場



Our employees also devoted their time and participated in numerous activities as volunteers in InspiringHK Sports Foundation. For example, fifteen of our employees joined the Lacrosse Tasting Activity in July, encouraging students to build their interest in new sports activities and adopt healthy lifestyles.

我們的員工亦積極參與凝動香港體育基金的義工活動。例如，我們的15名員工在7月參加了棍網球體驗活動，鼓勵參與學生培養對新體育活動的興趣以及推廣健康的生活方式。

Our volunteering employees took part in an activity organised by the InspiringHK Sports Foundation
我們的義工員工參加了由凝動香港體育基金舉辦的活動





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Donation and Sponsorship

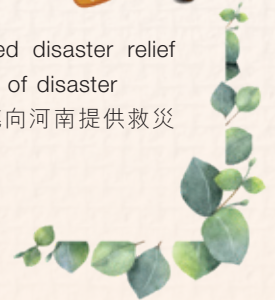
The Group supports our community partners through financial aid and in-kind donations. During the reporting year, 25 of our employees participated in the Online Community Chest Walk for Millions to support families and children in need. Apart from participating in volunteering activities organised by the InspiringHK Sports Foundation, we donated \$60,000 to the organisation to promote local youth sports development. We also donate food and beverage products to community organisations. This year, we continued to support food donations organised by St. James' Settlement to help people suffering from hunger and unstable supply of food by donating three rounds of beverage products. In Dongguan, we also supported the underprivileged by donating food to local communities and sending disaster relief to Henan.

捐款及贊助

本集團持續透過捐款及實物捐贈支持我們的社區合作夥伴。在報告年度，我們有25名員工參與了「公益金線上百萬行」，以支援有需要的家庭和兒童。除了參與凝動香港體育基金會舉辦的義工活動外，我們也捐贈了60,000港元予該基金，以促進本地青少年體育的發展。此外，我們亦向社區組織捐贈食品和飲料。今年，我們繼續支持聖雅各福群會的食物捐贈活動，作出三次飲料捐贈，以幫助面對饑餓問題的人士。在東莞，我們亦通過向當地社區捐贈糧食、向河南捐贈救災物資等方式支援弱勢群體。



Dongguan provided disaster relief to Henan in times of disaster
在災難時期，東莞向河南提供救災物資





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PERFORMANCE DATA SUMMARY

績效數據摘要

| | Unit 單位 | FY2021 二零二一年度 | FY2020 二零二零年度 | FY2019 二零一九年度 |
|---|---|------------------|------------------|------------------|
| Environmental performance 環境績效 | | | | |
| Greenhouse gas (GHG) emissions 溫室氣體排放量 | | | | |
| Direct GHG emissions (Scope 1) ¹ 直接溫室氣體排放量 (範圍1) ¹ | tonnes CO ₂ e 噸二氧化碳當量 | 1,111 | 903 | 956 |
| Indirect GHG emissions (Scope 2) ² 間接溫室氣體排放量 (範圍2) ² | tonnes CO ₂ e 噸二氧化碳當量 | 1,500 | 1,445 | 1,556 |
| Total GHG emissions (Scope 1 and 2) 溫室氣體總排放量 (範圍1及2) | tonnes CO ₂ e 噸二氧化碳當量 | 2,611 | 2,347 | 2,513 |
| Total GHG emissions per tonnes of product 按每噸產品計的溫室氣體總排放量 | tonnes CO ₂ e/ tonnes of product 噸二氧化碳當量/ 噸產品 | 0.286 | 0.285 | 0.252 |
| Waste generated 產生廢棄物 | | | | |
| Hazardous waste 有害廢棄物 | tonnes 噸 | 1.5 | 1.0 | 0.9 |
| Non-hazardous waste 無害廢棄物 | tonnes 噸 | 130.6 | 116.4 | 126.7 |
| Hazardous waste per tonnes of product 按每噸產品計的有害廢棄物 | tonnes/tonnes of product 噸/噸產品 | 0.0002 | 0.0001 | 0.0001 |
| Non-hazardous waste per tonnes of product 按每噸產品計的無害廢棄物 | tonnes/tonnes of product 噸/噸產品 | 0.014 | 0.014 | 0.015 |

¹ Direct GHG emissions (Scope 1) are calculated based on the default factors provided by the Guidelines to Account for and Report on Greenhouse Gas Emissions and Removals for Buildings (Commercial, Residential or Institutional Purposes) in Hong Kong (2010 edition) and Guidelines for Accounting and Reporting Greenhouse Gas Emissions China Food, Tobacco, Alcohol, Beverages and Purified Tea Manufacturing Enterprises (Trial) published by the National Development and Reform Commission.

直接溫室氣體排放量(範圍1)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》(2010年版)及中華人民共和國國家發展和改革委員會出版的《中國食品、煙草及酒飲料和精製茶企業溫室氣體排放核算方法與報告指南(試行)》計算出來。

² Indirect GHG emissions (Scope 2) are calculated based on emission factors available from CLP's and Towngas' sustainability report and National Development and Reform Commission's "Average Carbon Dioxide Emission Factors for China's Regional Power Grids in 2011 and 2012".

間接溫室氣體排放量(範圍2)乃根據中華電力、香港中華煤氣《可持續發展報告》中的排放因子及《2011年和2012年中國區域電網平均二氧化碳排放因子》計算出來。



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| Waste recycled 回收廢棄物 | | | | |
|---|--|-----------|-----------|-----------|
| Paper 紙 | tonnes 噸 | 58.4 | 46.2 | 60.4 |
| Plastic 塑膠 | tonnes 噸 | 11.2 | 11.3 | 12.9 |
| Burlap 粗麻布 | tonnes 噸 | 24.7 | 22.9 | 24.1 |
| Metal 金屬 | tonnes 噸 | 0.8 | 0.6 | 0.8 |
| Energy consumption 能源耗量 | | | | |
| Electricity purchased 外購電力 | kWh 千瓦時 | 2,909,929 | 2,806,488 | 2,982,866 |
| Diesel for plant use 廠房柴油 | Litre 升 | 185,000 | 159,800 | 183,200 |
| LPG 液化石油氣 | Kg 千克 | 130,684 | 89,136 | 90,945 |
| Towngas 煤氣 | Unit 單位 | 491 | 454 | 491 |
| Unleaded Petrol for vehicle 汽車無鉛汽油 | Litre 升 | 2,075 | 4,562 | 6,906 |
| Diesel for vehicle 汽車柴油 | Litre 升 | 81,810 | 74,590 | 67,701 |
| Total energy consumption 能源總耗量 | kWh 千瓦時 | 7,380,113 | 6,400,260 | 6,785,485 |
| Total energy consumption per tonnes of product 按每噸產品計的能源總耗量 | kWh/tonnes of product produced 千瓦時/噸產品 | 810 | 778 | 682 |
| Water consumption 耗水量 | | | | |
| Total water consumption 總耗水量 | m ³ 立方米 | 16,357 | 19,493 | 26,932 |
| Total water consumption tonnes of product produced 按每噸產品計的總耗水量 | m ³ /tonnes of product produced 立方米/噸產品 | 1.8 | 2.4 | 2.7 |



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| Major packaging materials used 主要包裝材料 | | | | |
|---|--------------------------------------|-------|-------|-------|
| Paper and Wood 紙及木 | tonnes 噸 | 819 | 750 | 861 |
| Plastic 塑膠 | tonnes 噸 | 194 | 77 | 168 |
| Others 其他 | tonnes 噸 | 0 | 115 | 41 |
| Major packaging materials used per tonnes of product 按每噸產品計的主要包裝材料 | tonnes/tonnes of product 噸/噸產品 | 0.111 | 0.115 | 0.116 |
| Social performance 社會績效 | | | | |
| Employee profile (as of December 31 2021) 僱員資料 (截至2021年12月31日) | | | | |
| Total workforce 僱員總數 | no. of people 人數 | 442 | 467 | 518 |
| Total workforce by employment contract 按僱傭合約劃分的僱員總數 | | | | |
| Permanent 長期 | no. of people 人數 | 435 | 464 | 512 |
| Contract 合約 | no. of people 人數 | 7 | 3 | 6 |
| Total workforce by gender 按性別劃分的僱員總數 | | | | |
| Male 男性 | no. of people 人數 | 255 | 270 | 299 |
| Female 女性 | no. of people 人數 | 187 | 197 | 219 |
| Total workforce by age group 按年齡組別劃分的僱員總數 | | | | |
| 30 or under 30歲或以下 | no. of people 人數 | 83 | 107 | 125 |
| 31-50 31-50歲 | no. of people 人數 | 288 | 290 | 321 |
| Above 50 50歲以上 | no. of people 人數 | 71 | 70 | 72 |



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| Total workforce by geographic region 按地區劃分的僱員總數 | | | | |
|--|---|--------|--------|--------|
| Hong Kong 香港 | no. of people 人數 | 207 | 227 | 219 |
| Mainland China 中國內地 | no. of people 人數 | 235 | 240 | 299 |
| Employee turnover 僱員流失 | | | | |
| Employee turnover rate 員工流失比率 | % | 30.60% | 24.29% | 21.27% |
| Employee turnover rate by gender 按性別劃分的僱員流失比率 | | | | |
| Male 男性 | % | 29.93% | 23.67% | 23.95% |
| Female 女性 | % | 31.51% | 25.13% | 17.67% |
| Employee turnover rate by geographical region 按地區劃分的僱員流失比率 | | | | |
| Hong Kong 香港 | % | 40.03% | 13.69% | 17.31% |
| Mainland China 中國內地 | % | 21.88% | 33.13% | 24.62% |
| Employee turnover rate by age group 按年齡組別劃分的僱員流失比率 | | | | |
| 30 or under 30歲或以下 | % | 45.78% | NA | NA |
| 31-50 31-50歲 | % | 27.78% | NA | NA |
| Above 50 50歲以上 | % | 18.06% | NA | NA |
| Occupational health and safety 職業健康及安全 | | | | |
| Total number of work-related fatalities 因工作關係而死亡的人數 | no. of people 人數 | 0 | 0 | 0 |
| Work-related fatalities rate 因工作關係而死亡的比率 | Per 200,000 work hours 每200,000 工作小時 | 0 | 0 | 0 |
| Lost days due to work injury 因工傷損失工作日數 | Days 日數 | 530.5 | 69.5 | 375.5 |



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| Development and training 發展及培訓 | | | | |
|--|-------------|-------|------|------|
| Percentage of employees trained 受訓僱員百分比 | % | 95.7% | 86% | 89% |
| Percentage of employees trained by gender 按性別劃分的受訓僱員百分比 | | | | |
| Male 男性 | % | 60% | 61% | 66% |
| Female 女性 | % | 44% | 45% | 45% |
| Percentage of employees trained by employee category 按僱員類別劃分的受訓僱員百分比 | | | | |
| Management 管理層 | % | 16% | NA | NA |
| Senior 高級僱員 | % | 28% | NA | NA |
| General Staff 一般僱員 | % | 61% | NA | NA |
| Average training hours per employees by gender 按性別劃分的每名僱員完成受訓的平均時數 | | | | |
| Male 男性 | hours 小時 | 12.2 | 10.7 | 11.8 |
| Female 女性 | hours 小時 | 12.4 | 15.4 | 13.3 |
| Average training hours per employees by employee category 按僱員類別劃分的每名僱員完成受訓的平均時數 | | | | |
| Management 管理層 | hours 小時 | 16.0 | 11.0 | 7.6 |
| Senior 高級僱員 | hours 小時 | 14.2 | 14.1 | 15.9 |
| General Staff 一般僱員 | hours 小時 | 10.5 | 10.4 | 12.5 |



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| Supply chain management 供應鏈管理 | | | | |
|--|--------------|---------|---------|---------|
| Number of suppliers by geographical location 按地區劃分的供應商數目 | | | | |
| Hong Kong 香港 | number 數目 | 58 | 54 | 46 |
| Mainland China 中國內地 | number 數目 | 167 | 184 | 124 |
| Other regions 其他地區 | number 數目 | 48 | 48 | 59 |
| Product responsibility 產品責任 | | | | |
| Percentage of total products sold or shipped subject to recalls for safety and health reasons 已售或已運送產品總數中因安全及健康理由而須回收的百分比 | % | 0 | 0 | 0 |
| Number of products and services related complaints 接獲關於產品及服務的投訴宗數 | number 數目 | 82 | 43 | 55 |
| Community investment 社區投資 | | | | |
| Total amount of cash and in-kind donations 現金及實物捐款總額 | HK\$ 港元 | 186,000 | 567,000 | 178,600 |
| Total hours of volunteer work 義工活動總時數 | hours 小時 | 370 | 466 | 641 |



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HKEX ESG REPORTING GUIDE INDEX

香港交易所《環境、社會及管治報告》指引索引

| Subject Areas, Aspects, General Disclosures and KPIs 主要範疇、層面、一般披露及關鍵績效指標 | | Reference/Remarks 參閱/註釋 | Page 頁數 |
|---|--|--|------------|
| A. Environmental 環境 | | | |
| Aspect A1: Emissions 層面A1：排放物 | | | |
| General Disclosure 一般披露 | | Our Environment 我們的環境 | 31-39 |
| KPI A1.1 關鍵績效指標A1.1 | The types of emissions and respective emissions data. 排放物種類及相關排放數據。 | <p>Our Environment – Energy Consumption and Air Emission 我們的環境 – 能源消耗及廢氣排放</p> <p>Particulate matter emitted during our operations is within the emission limit as per relevant environmental laws and regulations. Our particulate matter emissions are not considered as air pollution to the surroundings and are therefore not being monitored by the authorities. As our Group does not consider air emissions as a significant risk to our business operations and therefore has not measured the number of particulate matters emitted.</p> <p>根據相關環境法律及法規，我們於營運過程中的顆粒物排放並無超出排放限額。有關顆粒物之排放並未被視為對周邊環境空氣作出污染而未須接受有關當局的監管。集團認為對空氣之排放並未對集團業務表現構成重大風險，因此未有量度顆粒物的產生量。</p> | N/A 不適用 |



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|---|---|--|------------|
| KPI A1.2 關鍵績效指標A1.2 | Greenhouse gas emissions in total (in tonnes) and, where appropriate, intensity. 溫室氣體總排放量(以噸計算)及(如適用)密度。 | Our Environment 我們的環境 Performance Data Summary 績效數據摘要 | 33, 46 |
| KPI A1.3 關鍵績效指標A1.3 | Total hazardous waste produced (in tonnes) and, where appropriate, intensity. 所產生有害廢棄物總量(以噸計算)及(如適用)密度。 | Performance Data Summary 績效數據摘要 | 46 |
| KPI A1.4 關鍵績效指標A1.4 | Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity. 所產生無害廢棄物總量(以噸計算)及(如適用)密度。 | Performance Data Summary 績效數據摘要 | 46 |
| KPI A1.5 關鍵績效指標A1.5 | Description of measures to mitigate emissions and results achieved. 描述減低排放量的措施及所得成果。 | Our Environment – Energy Consumption and Air Emission 我們的環境 – 能源消耗及廢氣排放 | 31–34 |
| KPI A1.6 關鍵績效指標A1.6 | Description of how hazardous and non-hazardous wastes are handled, reduction initiatives, and results achieved. 描述處理有害及無害廢棄物的方法、減低產生量的措施及所得成果。 | Our Environment – Waste Management 我們的環境 – 廢棄物管理 | 35 |
| Aspect A2: Use of Resources 層面A2：資源使用 | | | |
| General Disclosure 一般披露 | | Our Environment 我們的環境 | 31–39 |
| KPI A2.1 關鍵績效指標A2.1 | Direct and/or indirect energy consumption by type (e.g. electricity, gas, or oil) in total (kWh in '000s) and intensity. 按類型劃分的直接及/或間接能源(如電、氣或油)總耗量(以千個千瓦時計算)及密度。 | Our Environment – Energy Consumption and Air Emission 我們的環境 – 能源消耗及廢氣排放 Performance Data Summary 績效數據摘要 | 47 |
| KPI A2.2 關鍵績效指標A2.2 | Water consumption in total and intensity. 總耗水量及密度。 | Performance Data Summary 績效數據摘要 | 47 |
| KPI A2.3 關鍵績效指標A2.3 | Description of energy use efficiency initiatives and results achieved. 描述能源使用效益計劃及所得成果。 | Our Environment – Energy Consumption and Air Emission 我們的環境 – 能源消耗及廢氣排放 | 33–34 |



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|---|---|---|------------|
| KPI A2.4 關鍵績效指標A2.4 | Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency initiatives and results achieved. 描述求取適用水源上可有任何問題，以及提升用水效益計劃及所得成果。 | Our Environment – Waste Management 我們的環境 – 廢棄物管理 TWG has no issue in sourcing water that is fit for purpose. Water consumption amount is closely monitored by the management. 捷榮在求取適用水源上沒有任何問題。管理層密切監察耗水量。 | 36 |
| KPI A2.5 關鍵績效指標A2.5 | Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced. 製成品所用包裝材料的總量(以噸計算)及(如適用)每生產單位佔量。 | Performance Data Summary 績效數據摘要 | 48 |
| Aspect A3: The Environment and Natural Resources 層面A3：環境及天然資源 | | | |
| General Disclosure 一般披露 | | Our Environment 我們的環境 | 31-32 |
| KPI A3.1 關鍵績效指標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。 | Our Environment – Resource Consumption 我們的環境 – 資源消耗 | 36 |
| Aspect A4: Climate Change 層面A4：氣候變化 | | | |
| General Disclosure 一般披露 | | Our Products 我們的產品 Our Environment 我們的環境 | 37-39 |
| KPI A4.1 關鍵績效指標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。 | Our Products – Responsible Sourcing 我們的產品 – 責任採購 Our Environment – Climate Change 我們的環境 – 氣候變化 | 37-39 |



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| B. Social 社會 | | | |
| Employment and Labour Practices 僱傭及勞工常規 | | | |
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Tsit Wing International Holdings Limited

捷榮國際控股有限公司*

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

Stock Code 股份代號：2119