



TWG

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

2019

Environmental,
Social and
Governance Report

環境、社會及
管治報告



捷榮旗艦店

跨越地域產品界限

A Fully Integrated

Food & Beverage

Service Platform in Pursuit of

Sustainable
Growth

* For identification purposes only 僅供識別

Environmental, Social and Governance Report

環境、社會及管治報告

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Environmental, Social and Governance Report

環境、社會及管治報告

ABOUT THIS REPORT

This is the second Environmental, Social and Governance (“ESG”) Report of Tsit Wing International Holdings Limited and its subsidiaries (collectively, “our Group” or “TWG”). This Report highlights our ESG commitment, management approach, efforts and achievements in four main 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”). Please refer to the “HKEX ESG Reporting Guide Index” enclosed in this report to map the content of the report against the requirement of the Guide.

The reporting period of this Report is from 1 January 2019 to 31 December 2019, unless stated otherwise. It covers our Group’s key business segments, including the processing and sale of business to business (“B2B”) coffee, black tea and food products in Hong Kong, Macau and Mainland China, with manufacturing bases of coffee and tea in Hong Kong and Dongguan, Mainland China.

We appreciate your valuable feedback and suggestions on this Report and our overall ESG performance, and encourage you to send your feedback to our email (ir@twcoffee.com) or by post (Flats F–J, 11/F, Block 1, Kwai Tak Industrial Centre, Kwai Tak Street, 15–33, Kwai Chung, N.T.).

關於本報告

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」）的第二份《環境、社會及管治(ESG)報告》（「本報告」）。本報告詳述我們於產品、員工、環境及社區四方面的ESG的承諾、管理方針、所作出的努力及成果。

本報告乃根據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」）所載的規定編製。如欲了解本報告如何符合指引所規定的披露內容，請參閱末端附上的「香港聯交所ESG報告指引索引」。

除另外說明，本報告涵蓋2019年1月1日至2019年12月31日間本集團主要業務的表現，包括在香港、澳門及中國的咖啡、紅茶及食品的加工及企業對企業（「B2B」）銷售業務，以及位於香港及中國東莞的咖啡及紅茶產品生產基地。

如您對本報告及我們的ESG表現有入任何意見及建議，歡迎將您的意見發送至我們的電子郵箱(ir@twcoffee.com)或郵寄至香港新界葵涌葵德街15–33號葵德工業中心第1座11樓F–J室。

Environmental, Social and Governance Report (continued)

環境、社會及管治報告(續)

MESSAGE FROM THE CHAIRMAN

We are delighted to present our second standalone ESG Report, which encapsulates our commitment and achievements in creating long-term value for our stakeholders through operating in a responsible manner. Over the span of more than 85 years, our Group has grown to become a well-established brand in Hong Kong, Macau and Mainland China to provide integrated coffee and tea solutions to commercial customers. We strive to increasingly incorporate sustainability into our business development and operations.

As one of the largest B2B coffee and tea solution providers in the region, our Group strives to meet the needs of our customers through delivering premium quality products. We safeguard our product quality through adopting international quality management standards including ISO 9001:2015 Quality Management, ISO 22000:2005 Food Safety Management Systems and Hazard Analysis and Critical Control Points (“HACCP”). To prevent disruption of product quality along the supply chain, supplier evaluation systems are adopted under the vendor management system to monitor and evaluate different performance aspects of our suppliers. These aspects vary from product safety and quality, to the adoption of ethical and sustainable operational practices.

Given the sensitivity of coffee and tea crops to cultivation conditions, our Group recognises the adverse impact of climate change to the quality and pricing of our raw materials. To build the adaptive and resilience capability of our business, we have diversified our pool of suppliers and incorporated climate prediction reports of different locations into our purchasing decision-making process. On the other hand, we are also aware of the environmental impact caused by coffee and tea cultivation. Our Group addresses these impacts through incorporating sustainability considerations in our supplier management. We conduct annual environmental assessments and inspections, as well as require our suppliers to sign an environmental protection agreement. We promote sustainable farming practices through increasingly sourcing from suppliers that have been certified by organisations such as Rainforest Alliance, UTZ and Fair Trade.

主席的話

本集團欣然發表我們第二份ESG獨立報告，當中講述我們通過負責任的業務營運，為持份者創造長遠價值的承諾及成果。經過超過85年，本集團已發展成為香港、澳門及中國三地的優質品牌，為商業客戶提供綜合咖啡及紅茶餐飲策劃服務。我們力求在商業發展及營運過程中，兼顧及注入更多可持續發展的考慮。

作為區內最大的B2B咖啡及紅茶策劃服務供應商之一，本集團致力提供最優質的產品以滿足客戶的需求。我們透過採納國際質量管理標準，如ISO 9001:2015質量管理標準、ISO 22000:2005食品安全管理標準，以及危害分析及關鍵控制點(「HACCP」)，保障產品質量。為避免產品質量在供應鏈中受到影響，在《供應商管理體系》下，我們會檢視和評估供應商在不同層面的表現，如產品安全及質量，以至落實符合道德和可持續發展原則的慣例等。

由於咖啡和茶葉對種植環境較敏感，本集團意識到氣候變化對原材料的價格和質量可能造成的負面影響。為了增強我們業務對氣候變化的適應和抗禦能力，我們已建立多樣化的供應商名單，並把不同地方的氣候預測報告納入我們採購的決定過程。另一方面，我們也意識到咖啡和茶葉的栽培過程造成的環境影響。因此，本集團在供應鏈管理會考慮可持續發展的因素。我們會對供應商進行年度的環境狀況調查及監察，亦要求供應商簽署《環境保護協議書》。為了推廣可持續的耕種方法，我們亦會持續增加從已經獲得可持續認證的供應商採購原材料，包括雨林聯盟認證、UTZ及公平貿易。

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

Our Group believes that our employees are important to the long-term success of our business and strives to provide an inclusive, rewarding, and productive workplace. We provide competitive remuneration and benefits, training and career progression opportunities and reward outstanding performance. The Health and Safety Committee further oversees the development and implementation of health and safety management systems. Trainings are provided to further raise our employees' awareness of occupational health and safety.

We have continued our support to the community in the reporting year with focus on four areas, i.e. fostering the youth, community care, supporting athletes and sport events and environmental care. Through the joint efforts of our Group and the local authority of Hengli Town, Dongguan, Coffee Academy for the Community was established to support underprivileged groups to develop their careers through equipping them with coffee-making skills.

Our sustainability achievements would not have been possible without the continuous support of our stakeholders. In the coming years, we strive to continue advancing our sustainability performance through establishing interim and long-term environmental targets and continuously adopting more initiatives to further nurture our employees.

Wong Tat Tong
Chairman

本集團深信我們的員工是業務長遠成功的關鍵，並致力為員工營造一個和諧、富有滿足感和高效的工作環境。我們為員工提供具競爭力的薪酬及福利，培訓及事業發展的機會和獎勵傑出的工作表現。本集團的健康及安全委員會負責監察健康及安全體系的推行及發展。為提升員工對職業健康與安全的認知度，我們會提供相關的培訓。

在報告年度內，我們繼續在四個重點範疇支持我們的社區，包括培育青年、關懷社區、支持體育發展及環境保育。本集團與東莞市橫瀝鎮當局合作成立了公益咖啡學院，透過傳授咖啡沖泡的技能，協助弱勢社群發展他們的事業。

如果沒有持份者的持續支持，就無法取得我們可持續發展的成果。在未來數年，我們將會透過定下短期和長遠的環境目標，致力促進我們的可持續發展表現，並會持續採取更多的措施培訓我們的員工。

黃達堂
主席



Environmental, Social and Governance Report (continued)

環境、社會及管治報告(續)

ABOUT OUR BUSINESS

About TWG

Over the span of more than 85 years, TWG has developed to become an industry-leading B2B coffee and black tea solutions provider in Hong Kong, Macau and Mainland China with an expanding food products business. TWG delivers integrated coffee and tea solutions to commercial customers throughout the entire coffee and tea procurement, processing and distribution value chain. Expanding beyond our established B2B coffee and black tea solution business, the scope of our business continuously broadened to incorporate frozen processed food in Hong Kong in 2015 and Mainland China in 2016.

TWG's Vision

TWG strives to become a “one-stop integrated food and beverage services provider”. Anchored on this long-standing vision, our 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、澳門及中國逾85年，成為了行業領先的B2B咖啡及紅茶餐飲策劃服務供應商，並不斷擴充其食品業務。捷榮為商業客戶提供綜合的咖啡和紅茶策劃服務，涵蓋整個咖啡及紅茶採購、加工及分銷價值鏈。除了本集團過往集中經營的B2B咖啡和紅茶策劃服務外，我們亦不斷擴展業務範圍，於2015年在香港及於2016年在中國內地開拓急凍預製食品業務。

捷榮願景

捷榮致力成為「一站式綜合餐飲服務供應商」。貫徹此長遠願景，本集團承諾不斷提升提供餐飲策劃服務能力，擴大我們的餐飲業務。

Environmental, Social and Governance Report (continued)

環境、社會及管治報告(續)

TWG's Principles

TWG places great emphasis on creating long-term value for our employees, shareholders and customers as they are the driving forces to our continuous innovation and future success. We adopt the following principles to safeguard the interests for our stakeholders:

捷榮理念

捷榮以員工為本、捷榮為家、股東為先、顧客為上，深信企業上下一心能夠推動集團的創新及成功，創造長遠價值。為此，我們肩負起以下五大服務信念來保障各持份者的利益：



Sincerity
真摯誠懇



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

Devotion
信守承諾



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

Excellence
卓越追求



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

Challenge
敢於挑戰



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

Innovation
積極開創



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



Reinforced by our vision and principles, our core mission aims to not only deliver a wide range of quality coffee and tea products, but also foster a culture of coffee and tea appreciation. We uphold the highest standard of taste for our customers through sourcing quality materials from different regions and continuously driving innovation in our product development. We continually diversify our business portfolio to meet the different needs of our commercial customers. We currently provide a variety of food and beverage products, and trade and distribute brands in Hong Kong, Macau and Mainland China.

秉持本集團的願景及理念，我們不僅為顧客提供多款優質的咖啡和紅茶產品，同時期望進一步推動品味咖啡及紅茶的文化。我們從各地採購優質原材料，並在產品開發中不斷推陳出新，為客戶提供最優質的產品。我們不斷拓展業務以滿足不同商業客戶的需求。目前，我們在香港、澳門及中國內地提供多元化餐飲產品，並經營餐飲品牌代理及貿易。

Environmental, Social and Governance Report (continued)

環境、社會及管治報告(續)

APPROACH TO SUSTAINABILITY

ESG Governance

TWG has established an ESG governance structure to integrate environmental, social and governance considerations into our business operations, further ensuring compliance with all applicable laws and regulations. Our Group is committed to delivering safe and high-quality food and beverage products in a sustainable manner, with the collaborative efforts of our stakeholders which include our employees, suppliers and community. Our board of directors (“the Board”) takes the responsibility of formulating our Group’s ESG strategy and oversees the implementation of ESG practices across our Group. Under the leadership of the Board, cross-department working groups formulate and implement feasible action plans for different ESG topics, while continuously monitoring and reviewing the ESG performance across our Group.

TWG adopts a proactive role in managing our ESG-related risks in our business operations through the adoption of a risk governance structure. The Board takes the overall responsibility for risk management, reviews our Group’s most significant risks, and determines strategic approaches to risk mitigation. The Risk Management and Operation Control (“RMOC”) team and department heads facilitate the continuous process of identifying, managing, monitoring and evaluating ESG risk factors. These risks include climate-related risks, employee health and safety, product safety and quality, and labour law compliance. Identified risks are further reported to the Audit Committee of the Board. To continuously improve our risk management, the Operation Control Department conducts annual review of the effectiveness of the risk management and internal control system.

可持續發展方針

ESG管治

捷榮建立了一個ESG管治架構，將ESG管理融入營運，確保遵守所有相關的法律及法規。在多方持份者，包括員工、供應商和社區的共同努力下，本集團致力以可持續的方式提供安全及優質的餐飲產品。董事會成員（「董事會」）負責制定集團的ESG策略，並監察集團推行ESG措施。董事會領導跨部門工作組針對各ESG議題制定並推行可行的計劃，持續監察和檢討集團的ESG表現。

捷榮透過風險管治架構，積極管理與ESG相關的風險。董事會就管理風險承擔全部責任，檢視集團的重大風險並制定緩解風險的方法。風險管理及營運管控小組和部門主管加強識別、管理、監察和評估ESG風險。此等風險包括氣候相關風險、員工健康與安全風險、產品安全及質量風險、勞工法律合規風險，而已識別出的風險需進一步向董事會的審核委員會報告。為加強我們的風險管理，營運管控小組每年會檢討風險管理和內部控制系統的有效性。

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

Anti-Corruption

TWG maintains high ethical business standards and has zero tolerance towards bribery, extortion, fraud and corrupt practices. Our Group has a Whistleblowing Policy in place which provides channels to raise concerns regarding potential misconduct or malpractice, safeguarding an uncorrupted business environment. We commit to raise our employees' awareness through providing training on ethical and proper conduct and on applicable laws and regulations of the countries in which our Group operates. Whistleblowing and anti-corruption training were carried out for our employees in Dongguan during the reporting year. To ensure proper conduct of our employees, those exposed to higher corruption risks due to their roles are required to sign an Anti-Corruption Commitment which details the guidelines and procedures relating to the prevention of bribery, acceptance of gifts and entertainment from third parties, and conflict of interest. In the reporting year, there were no legal cases of unethical or corrupt practices.

反貪污

捷榮堅守崇高的商業道德標準，對絕不容忍任何賄賂、勒索、欺詐和貪腐行為。本集團設立了申訴管理制度，提供對潛在的不當及欺詐舞弊行為的申訴途徑，務求維護廉潔的商業環境。為加強員工對防止貪污的認識，我們會向員工提供有關道德與良好操守、及經營所在地有關的法律及法規的培訓。在報告年度內，我們為東莞的員工提供有關申訴管理及反腐敗的培訓。為了確保員工有良好的商業操守，所有職責上涉及貪污風險的員工必須簽署《反腐敗承諾書》，當中詳細列明有關防止賄賂、接受第三方的禮品或款待，以及處理利益衝突的準則和程序。在報告期內，本集團沒有任何有關不道德或貪污行為的違法事件。

Environmental, Social and Governance Report (continued)

環境、社會及管治報告(續)

Stakeholder Engagement

TWG is committed to having an ongoing dialogue with our stakeholders to maintain a good understanding of their perspective and expectations, further helping us define our ESG strategy and approach. Through both informal and formal engagement channels including emails, press releases, site visits and meetings, our Group proactively communicates with our employees, customers, investors, suppliers, business partners and non-governmental organisations (“NGOs”). In addition to holding our annual general meeting with our shareholders, our Group also pays regular visits to our investors to share with them our ESG progress and to understand their concerns and feedback on our Group’s ESG performance.

持份者參與

捷榮致力於與持份者進行常規對話，以充分了解持份者的想法和期望，從而確立我們的ESG策略和方向。通過電子郵件、新聞稿、實地考察、會議等的非正式和正式參與渠道，本集團積極與員工、客戶、投資者、供應商、業務合作夥伴和非政府組織(NGO)保持溝通。除股東週年大會外，本集團還定期與投資者會面，與他們分享我們的ESG進度，並了解他們對本集團ESG表現的疑慮和意見。



Environmental, Social and Governance Report (continued)

環境、社會及管治報告(續)

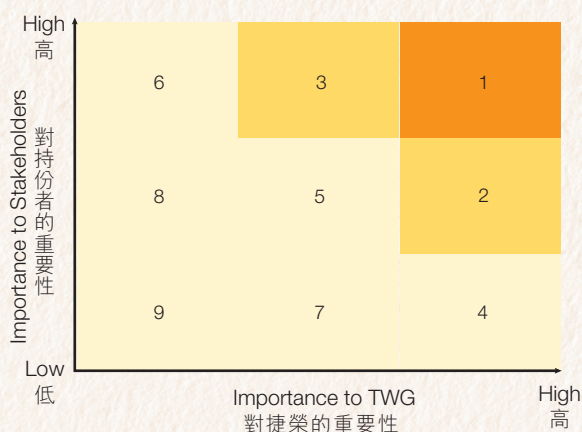
Materiality

As one of the reporting principles underpinning the preparation of this Report, materiality is vital in the determination of ESG topics that are the most relevant to our business and our stakeholders. The top material topics disclosed in this Report are determined based on this principle and in accordance with the HKEX ESG Reporting Guide. In the reporting year, the management team conducted a materiality review to the materiality of 20 ESG topics that have been considered material by peer companies, and are considered to be relevant to our Group's business and stakeholders. They can be categorised into operating practices, employment and labour practices, environmental issues and community. Among the 20 ESG topics, 8 topics were prioritised as highly material and are addressed in detail in this report.

重要性評估

重要性是編製本報告的匯報原則之一。透過進行重要性評估，可識別對業務及持分者最相關的ESG議題。本報告會根據重要性原則及香港聯交所ESG報告指引對所識別的重要議題進行匯報。本報告期內，管理層就20個被同業視為重要的ESG議題訪談的結果進行了重要性評估，並按照營運常規、僱傭和勞動責任、環境和社區分類。在20個ESG議題中，本報告將就其中8個重要性較高的議題作重點披露。

TWG ESG Topics Materiality Matrix
捷榮的ESG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
Customer Data Privacy
客戶資料私隱
Anti-Corruption
反貪污

5 Responsible Sourcing
負責任採購
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
Support Local Community Development
支持本地社區發展
Mitigating Air Pollution
減緩空氣污染
Reducing Operational Waste
減少運營廢物

7 Saving Energy
節約能源
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

8 Climate Risk Adaptation and Mitigation
減緩及適應氣候變化

Environmental, Social and Governance Report (continued)

環境、社會及管治報告(續)

OUR PRODUCTS

Built on our vision to become a “one-stop integrated food and beverage services provider”, TWG endeavours to provide the best taste and quality of coffee and tea to our customers through continually improving our product quality and expanding our product portfolio. Guided by our Integrated Management System (“IMS”) Policy, we adopt a holistic management approach in our value chain to provide products that not only comply with legal requirements but meet the expectations of our customers. This safeguards our customers’ health and safety and ensures that our operations overall comply with relevant laws and regulations including 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.

Quality Product

We recognise our role in protecting our stakeholders’ interests through delivering high quality products and services. Our quality management systems are benchmarked against international standards and industry best practices. The Hong Kong and Dongguan factory operations have been certified with ISO 9001:2015 Quality Management System, ISO 22000:2005 Food Safety Management Systems and Hazard Analysis and Critical Control Points (“HACCP”) Certification. In response to our customers’ needs, we also obtained the Halal Certificate for our coffee and tea products and the Rainforest Alliance Certification for our coffee products in the reporting year.

我們的產品

建基於成為「一站式綜合餐飲服務供應商」之願景上，捷榮通過不斷提高產品質量和擴展產品類型，努力為客戶提供具最佳口味及質量的咖啡和茶。在集團《綜合管理體系方針》的指引下，我們全面管理產品的價值鏈，以提供能夠符合法律要求和滿足客戶期望的產品。這保障了客戶的健康和安全，並確保我們的營運符合相關法律和法規，包括香港的《食物安全條例》(第612章)和《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》和《中華人民共和國食品安全法》。

優質產品

通過提供高質量的產品和服務，我們擔當保障持份者利益的責任。我們的質量管理系統以國際標準和行業最佳實踐作為基準，香港和東莞的廠房營運均已通過ISO 9001:2015質量管理體系、ISO 22000:2005食品安全管理體系，以及危害分析及關鍵控制點(「HACCP」)的認證。為了滿足客戶的需求，我們在本報告期內亦為咖啡和紅茶產品取得清真證書，以及為部份咖啡產品獲得了雨林聯盟認證。

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

Our quality management system consists of internal quality assurance procedures and product recall mechanisms. We adopt full quality assurance at every stage of our value chain from the procurement process to customer purchase. During the procurement stage, our Group follows the Procurement Management Procedures (“PMP”) to assess and select qualified suppliers as well as ensure that raw materials and services meet our specified requirements. For incoming raw materials of coffee and tea, we require appropriate pre-shipment reports. We also conduct internal sensory inspections and benchmark test results against specific requirement of the government authorities. This further guarantees that raw materials are of satisfactory quality prior to proceeding to the production stage.

Following the PMP ensures effective control over our production process to meet the relevant food hygiene and safety requirements. Quality assurance is also implemented in our product storage, where our Good Manufacturing Practice (“GMP”) team conducts monthly inspections on our warehouses to examine storage conditions, fire protection facilities, product quality, and handling of near expiry and expired products.

Based on our inspection procedure, the Quality Assurance Department further conducts thorough inspections on raw materials, semi-finished products and final products in our own designated testing laboratory. Our testing laboratory in the Dongguan plant is certified by China National Accreditation Service for Conformity Assessment (“CNAS”) and with the international standard ISO/IEC 17025:2005 General Requirements for the Competence of Testing and Calibration Laboratories.

我們的質量管理體系涵蓋了《產品檢驗程序》和《產品召回機制》。我們在價值鏈的每個階段 — 從採購到消費者選購 — 都採用全面的品質保證措施。在採購階段，本集團遵從《採購管理程序》評估和選擇合資格的供應商，並確保原材料和服務符合我們的指定要求。對於咖啡和茶葉原材料，我們要求供應商提供裝運前檢測報告。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，進一步確保投入生產階段的原材料合乎質量要求。

遵從《採購管理程序》確保我們有效控制生產過程，以滿足相關食品衛生及安全要求。質量保證同時涵蓋了產品儲存。我們的良好生產規範（「GMP」）小組每月對倉庫進行檢查，以檢測儲存條件，防火設施，產品質量以及即將到期和已過期產品的處理。

根據我們的檢查程序，品質保證部進一步在我們指定的測試實驗室對原材料、半製成品和製成品進行詳細檢查。東莞廠房的實驗室已通過中國合格評定國家認可委員會（「CNAS」）的認證，符合國際標準ISO/IEC 17025:2005測試及校正實驗所能力的通用規定。

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

In the case that non-conforming products are found, we strictly follow the Control of Non-conforming Product Procedure to properly indicate, review, dispose and document the non-conforming products. Further corrective action and/or preventative action are undertaken to prevent future occurrence. Moreover, an Emergency and Product Recall Policy has been established to properly handle products with food safety problems after distribution. The Food Safety Committee in Hong Kong and Crisis Management Committee in Dongguan are responsible for conducting assessments on products with food safety hazard and quality risk recognised and further collect relevant distribution information. For easier coordination and smooth implementation, regular reviews and drills of recalls are conducted. During the reporting year, our Group did not come across any significant food safety hazard issues and there were no recalls of products sold or shipped due to health and safety reasons.

Product Diversity Development and Innovation

Driven by our vision, we commit to constantly innovate a diverse range of products to meet the fast-changing market trends. Our Research and Development Division takes the responsibility to develop new recipes for our products in accordance with our Design Procedure Guidelines. Meanwhile, our Research and Development Committee which comprises management executives and one representative from each department identifies potential business opportunities and further directs our product innovation strategy. As stated in our Research and Development Policy, we devote a substantial amount of resources into our research and development to ensure effective product development and innovation.

如果發現不合格的產品，我們將嚴格按照《不合格品管理程序》適當地標示、審核、處理及記錄相關產品，亦會採取進一步的糾正措施和/或預防措施來防止相關的問題再次發生。此外，我們制定了《危急事故及產品回收程序》，以有效應對已分發的產品的食品安全的問題。香港食品安全小組和東莞廠房的危機管理委員會會對存在食品安全危害和質量風險的產品進行評估，並進一步收集相關的分銷信息。為了便於協調和實施，我們更定期對回收程序進行檢討及演練。於本報告期內，本集團並沒有發生任何重大食品安全危害事故，亦沒有因健康及安全事故而需回收已出售或分發的產品。

產品多樣化發展及創新

在我們的願景驅動下，我們致力研發多元化產品以滿足不斷變化的市場需求。研發部門根據我們的《設計程序指引》研發新的產品配方。同時，由管理人員及每一部門委派的代表組成的研發委員會負責識別潛在的商機，並進一步指導產品創新策略。如在《研發政策》中所述，我們於產品研發投入可觀的資源，以推動產品開發和創新。

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



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

This year, a series of products were launched to respond to the market demands. For example, as cheese-topped drinks have been well-received especially among the younger generation, the Research and Development team released a series of cheese-topped milk tea for our customers.

TWG places great emphasis on the needs of our customers, and this further drives our research and development strategy and focus. We are aware that in addition to taste and product quality, there is a growing number of customers that are paying greater attention to environmental and social considerations in our products including the environmental impact from the supply chain and nutritional value of our products. To respond to these demands, we increasingly source sustainable/organic coffee and tea products, and received the Rainforest Alliance Certification for some of our coffee products.

Our Group strives to protect our intellectual property rights through maintaining confidentiality of our product formulae and prevent disputes or infringement over the intellectual property of other parties.

Supply Chain Management

Procurement and Supplier Assessment Practices

To provide our customers with a diverse range of products, we source our coffee and tea raw materials from various locations around the world. Under our Vendor Management System, supplier assessment practices are adopted to properly evaluate and monitor different performance aspects of our suppliers. Our new and existing suppliers undergo a supplier assessment to ensure their products or services are properly evaluated and approved in accordance with relevant policy and standards of TWG. Our new suppliers also undergo a product quality and safety assessment which evaluates their food safety management systems and quality control processes. We may also request our suppliers to obtain well-recognised certifications of quality and food safety including HACCP and ISO 22000. For our existing suppliers, we conduct an annual performance review which incorporates food safety and environmental criteria to ensure compliance and continuous improvement.

今年，為響應市場需求，我們推出了一系列新產品。其中有見芝士奶蓋飲料尤其受年輕一代歡迎，研發團隊為我們的客戶發佈了一系列的芝士奶蓋奶茶產品。

捷榮將客戶的需求放在首位。因此客戶的需求往往是我們的研發策略的重點。我們留意到除了口味和產品質量外，越來越多的客戶關注我們產品中的環境和社會考慮，包括供應鏈對環境的影響和產品營養價值。為了滿足這些需求，我們增加採購可持續及有機的咖啡和茶，其中一些咖啡產品更獲得了雨林聯盟認證。

本集團致力保持自身產品配方的機密性以維護其知識產權，及避免任何產權爭議及對他方造成損害的侵權行為。

供應鏈管理

採購及供應商評估工作

為了向客戶提供多樣化的產品，我們從世界各地採購咖啡和茶葉原材料。在《供應商管理體系》下，我們採用不同措施來評估和監察供應商各方面的表現。所有新聘用及現有供應商都需要接受供應商評估，以確保其產品或服務符合集團的政策和標準。新聘用的供應商還需接受產品質量和安全檢測，以評估其採用的食品安全管理體系及質量控制流程。我們還可能要求供應商獲取質量和食品安全認證，包括 HACCP及ISO 22000。對於現有的供應商，我們會進行年度表現評估，當中包括審視供應商的食品安全及環境表現，以確保合規性和持續改進。

Environmental, Social and Governance Report (continued)

環境、社會及管治報告(續)

In addition to supplier assessments, 30% of our suppliers receive on-site audits annually to ensure our quality, safety and sustainability standards are met. To observe whether management systems and various measures are implemented appropriately, our Quality Assurance and Procurement team conducts plant visits at coffee and tea farms from where our raw materials are sourced. Items which will be reviewed include the working conditions of farmers and the agricultural practices adopted.

For suppliers who have received unsatisfactory results in the annual review and/or on-site audit, TWG works with them to seek feasible solutions for improvement, and if not possible, the partnership will be terminated to ensure quality control.

Supporting Sustainable Procurement

Driven by the increasingly stringent sustainability expectations from our customers and the impact of sustainability risks along the supply chain, TWG is increasingly incorporating environmental and social concerns in our supply chain management.

Our supplier assessments encompass environmental considerations to ensure our suppliers have adopted sound environmental practices. In addition to reviewing their compliance status with relevant environmental laws and regulations, we also review their performance on different environmental parameters including waste management, energy-saving practices and the adoption of environmental management systems such as ISO 14001 Environmental Management System. Our suppliers are also required to sign an Environmental Protection Agreement and Social Responsibility Statement to showcase their commitment to operate sustainably and ethically. Regular communication is maintained with our suppliers to inform them on sustainable practices and the latest regulations.

除供應商評估外，我們每年有30%的供應商需接受現場審核，以確保達到我們的質量、安全性和可持續性標準。為了查核各種管理系統和措施是否適當地實行，我們的品質保證及採購團隊亦會對提供咖啡和茶葉原材料的種植園進行實地考察，當中的檢視項目包括農民的工作環境及所採用的農務慣例。

對於在年度評估和／或在現場審核中表現欠佳的供應商，捷榮會先與他們一起尋求可行的改善方案。如依然無法改善表現，我們會以控制產品質素為重而終止與該供應商的合作關係。

支持可持續採購

在客戶對可持續發展期望及供應鏈的可持續發展風險日益遞增的情況下，捷榮逐步將環境和社會因素管理納入我們的供應鏈管理中。

我們的供應商評估包括對環境的考慮，以確保供應商採取了適當的環保措施。除了檢閱供應商在與環境相關的法律和法規的合規性外，我們還審查它們在不同環保範疇上的表現，包括廢物管理、節能實踐以及是否採用環境管理系統(例如ISO 14001環境管理系統)。我們的供應商還必須簽署《環境保護協議書》和《社會責任承諾書》，以展示其對可持續發展和道德經營的承諾。我們與供應商定期溝通以告知他們可持續的實踐和最新法規。

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

To further encourage our suppliers to take on environmental and social responsibilities, TWG prioritises suppliers who have good practices in addressing environmental and social issues in their operations. Majority of our coffee bean suppliers are notable multi-national corporations and thus have sustainability management practices in place. As for our tea leaf suppliers, we commit to only sourcing from farms that have met the local government regulations on pesticide usage. We are also working to increasingly source from suppliers that have obtained organic and sustainable certifications such as Rainforest Alliance Certification, UTZ, Fair Trade, etc.

為了進一步鼓勵我們的供應商承擔環境及社會責任，捷榮優先考慮在營運中針對環境及社會因素有良好實踐的供應商。我們大部分的咖啡豆供應商都是著名的跨國公司，已經擁有可持續發展管理的實踐。至於我們的茶葉供應商，我們承諾僅從符合當地政府農藥使用規定的農場採購。我們亦持續增加從已經獲得有機和可持續認證的供應商採購原材料，這些認證包括雨林聯盟認證、UTZ及公平貿易認證等。



Case study 案例

Promote Sustainable Farming Through Obtaining Rainforest Alliance Certification 參與雨林聯盟認證推動可持續農業



Certificate issued by the Rainforest Alliance 雨林聯盟發出的證書

Our Group has always been committed to purchasing from sustainable sources to encourage sustainable farming practices in the regions where our products come from, while also meeting the rising customers' demand on more sustainable products. To this end, we put forth considerable efforts in obtaining the Rainforest Alliance Chain of Custody ("CoC") Certification to demonstrate our commitment in sustainable procurement.

In alignment with the requirements of the certification, we have enhanced our supply chain management through the formulation of a CoC management and internal procedures to ensure the traceability of our certified products in the Dongguan operations.

本集團一直承諾透過可持續採購鼓勵推動我們產品來源地的實踐可持續農業，同時滿足客戶對可持續產品不斷增長的需求。為此，我們付出了相當大的努力來獲得雨林聯盟產銷監管鏈「(CoC)」認證，以展示我們對可持續採購的承擔。

為符合認證要求，我們通過制定CoC管理和內部程序來加強我們的供應鏈管理，以確保東莞廠房生產的認證產品具可追溯性。

Environmental, Social and Governance Report (continued)

環境、社會及管治報告(續)

We have established relevant procedures for the responsible personnel to ensure our CoC management and relevant documentation for certified products are implemented effectively. Internal control procedures are in place to identify and control all the processing steps and points where products from certified farms may enter and leave the system. Internal inspection procedures are also in place to monitor the conformance to the certification standards. To further equip responsible personnel with the knowledge and ability for effective implementation, training has been provided to responsible employees. Products from certified farms are traceable throughout the supply chain to ensure our certified products are sourced from certified farms under Rainforest Alliance.

With the above efforts implemented, we are certified with CoC Standard of Rainforest Alliance for our roasted coffee beans and ground coffee products produced in Dongguan plant in December 2019. We can now purchase coffee bean from Rainforest Alliance Certified farms and provide coffee bean products labelled with Rainforest Alliance Certified label as a more sustainable option for our customers.

We hope our commitment in sourcing sustainable coffee bean can benefit people and the nature from where our products are sourced by encouraging our suppliers to participate in Rainforest Alliance Certification programme, which requires and helps farmers to work on the following sustainable farming principles continuously:

- Biodiversity conservation
- Improved livelihoods and human well-being
- Natural resource conservation
- Effective planning and management systems
- 保護生物多樣性
- 改善生計和人類福祉
- 保護自然資源
- 有效的計劃和管理系統

我們為相關人員制定了不同的工作程序，確保CoC管理及認證產品文檔保存得以有效落實。我們制定了內部控制程序以識別和控制來自自己認證農場的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。我們亦制定了內部檢查程序以監控認證標準的遵守情況。另外，我們對相關人員進行培訓，使他們進一步具備有效實踐的知識和能力。來自自己認證農場的產品可在整個供應鏈中追溯，以確保我們的認證產品均來自雨林聯盟認證的認證農場。

通過上述努力，東莞廠房生產的烘焙咖啡豆和咖啡粉產品於2019年12月獲得了雨林聯盟的CoC標準認證。我們現在可以從雨林聯盟認證的農場購買咖啡豆，並提供具有雨林聯盟認證標籤的咖啡豆產品，為我們的客戶提供一個更可持續的選擇。

我們希望在採購可持續咖啡豆方面的承諾能夠鼓勵更多供應商參加雨林聯盟認證計劃，造福產品來源地的人和環境，認證計劃要求並幫助農民達到以下可持續農業原則：

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

Addressing Climate Change Risks in our Supply Chain

We are aware that coffee and tea crops are extremely sensitive to cultivation conditions which are affected by drought, rain, temperature, soil conditions, presence of plant diseases, etc. The effects of global climate change impact the cultivation conditions at existing coffee and tea growing grounds, and could affect the price and quality of our raw materials. In light of the risks posed by climate change, a wide range of measures has been adopted to manage climate-related risks through our value chain. This further builds the adaptive and resilience capacity of our business.

To minimise the risk posed by climate change on the stability of product supply, we obtain annual reports from our suppliers regarding the climate conditions of the specific area and how coffee and tea crops could possibly be affected in the upcoming year. Supplemented with desktop review and research, we further understand the severity of the risks posed on the crops in the following year, and this further influences our purchasing decision from our suppliers.

Furthermore, TWG ensures product supply stability through avoiding over-reliance on a single supplier from a specific area. We currently have a diverse pool of suppliers for our coffee and tea products. Through the collaborative efforts of our Research and Development, Quality Assurance and Procurement teams, we constantly expand our product sourcing pipeline and have developed an approved supplier list for contingency in the case that our primary supply source is affected.

應對供應鏈中的氣候變化風險

我們明白咖啡和茶葉的種植環境極為敏感，很容易受乾旱、降雨、溫度、土壤條件、植物病害等的影響。全球氣候變化影響了咖啡和茶葉的種植條件，並可能影響我們原材料的價格和質量。鑑於氣候變化帶來的風險，我們已採取了一系列措施來管理價值鏈中與氣候相關的風險，增強我們業務的適應和抗禦能力。

為了減少氣候變化為產品供應穩定性帶來的風險，我們會從供應商獲取有關當地氣候條件以及來年咖啡和茶種植可能受到的影響的年度報告。加上資料研究，我們會透過了解當地來年種植風險程度，調整我們的採購決定。

此外，捷榮避免過分依賴特定地區的單一供應商，確保產品供應的穩定性。目前，我們在咖啡和茶類產品方面已有多樣化的供應商清單。通過研發、品質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，已製定了一份認可的應急供應商清單，以防我們的主要供應來源受到影響。

Environmental, Social and Governance Report (continued)

環境、社會及管治報告(續)

Communication with Customers

Consumer product information and communication

In addition to providing quality products to our customers, TWG understands the importance to help our consumers to make informed choices. We highly prioritise the provision to our customers with useful and accurate information regarding our products. To illustrate our determination, our product labelling and advertisement strictly follows, including but not limited to, 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. We avoid any misleading statement of information about our product ingredients, nutrition values and raw material origins. In the reporting year, there were no cases of non-compliance in relation to advertisement and labelling of product.

Customer Feedback

TWG places great importance on our customers' satisfaction and considers our customers' feedback as a valuable resource to continuously improve our business. We carefully listen to our customers' opinions through various engagement channels including regular customer satisfaction survey and effective complaint mechanisms. The Customer Complaint Handling Procedure Implementation lists out clear procedures and identified the roles and responsibilities of different teams when receiving customer complaints. Based on the procedures, the complaints are documented. Depending on the nature of the complaint, relevant departments are assigned to investigate and further identify and implement mitigation measures. We aim to provide a response to the customer within an appropriate time. Furthermore, a Quality and Complaint Monitoring Team in Hong Kong and Product Quality Complaint Committee in Mainland China have been set up to review the results of customer satisfaction surveys, identify areas for improvement and establish corrective action plans.

與客戶溝通

客戶產品說明及溝通

除了為客戶提供優質的產品外，捷榮還知道要讓消費者做出合適選擇的重要性。我們高度重視為客戶提供有關產品的重要及準確資訊。我們的產品標籤和廣告嚴格遵從包括但不限於香港《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、營養數據和成分清單的要求。我們避免任何有關產品成份、營養價值和材料來源的誤導性陳述。本報告期內，我們沒有在廣告和產品標識方面的違規事件。

客戶反饋

捷榮重視客戶的滿意程度。客戶的反饋是有助我們持續改進業務的寶貴資源。我們通過各種渠道，包括定期的客戶滿意度調查和有效的投訴機制，認真聆聽客戶的意見。《客戶投訴處理程序》列出了清晰的投訴處理程序，確立了應對客戶投訴時團隊中的角色和職責，將投訴記錄在案。根據投訴的性質，相關部門將被分配進行調查並進一步確定及實行緩和措施。我們的目標是在合理的時間內為客戶提供回應。此外，我們在香港及中國內地分別設立了品質及投訴監察小組及產品品質投訴處理委員會，以檢討客戶滿意度調查結果、發掘可改善的範疇並制定糾正措施。

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

Customer Data Privacy

Our Group strives to secure our customers' data privacy through ensuring that all the information related to customer is collected and handled in compliance with relevant data privacy laws and regulations. To demonstrate our commitment, TWG has established various policies to ensure sensitive customer information are handled securely and appropriately. The Data Governance Policy provides a clear framework to properly manage and protect confidential information. The roles and responsibilities of information owners, custodians and users are well-defined along with action steps to be taken for changes in responsible personnel. Besides, the Sales and Marketing Management Policy states clear guidelines and procedures on collecting and handling customer data. This includes only granting sensitive information access to authorised personnel after the approval from the customer service department. In the reporting year, there were no cases of non-compliance in relation to customer data privacy.

客戶資訊私隱

本集團透過確保在收集及處理所有與客戶有關資訊的過程中遵從相關的法律和法規，致力保護客戶的私隱。為了展示我們的承諾，捷榮制定了各種政策以確保適當及安全地處理敏感的客戶資訊。《數據資料管理政策》提供了一個清晰的框架以確保正確管理及保護機密資訊，亦明確定義了資訊持有者、保管者和用戶的角色和職責，以及在負責人員變更時應採取的行動步驟。此外，《銷售及市場管理政策》列明了有關收集和處理客戶資訊的準則和程序，包括僅在客戶服務部門批准後才將敏感資訊的存取權授予相關人員。本報告期內，我們沒有顧客資訊隱私方面的違規事件。

Environmental, Social and Governance Report (continued)

環境、社會及管治報告(續)

OUR EMPLOYEES

Our employees serve as the foundation of our quality products and services and ultimately our long-term business success. As such, TWG strives to be an employer of choice through providing an inclusive, rewarding and productive working environment and offering our employees continuous development opportunities and competitive remuneration packages. In the reporting year, we adhered to relevant labour laws and regulations such as the Employment Ordinance (Cap. 57) of Hong Kong and the Labor Contract Law of the People's Republic of China.

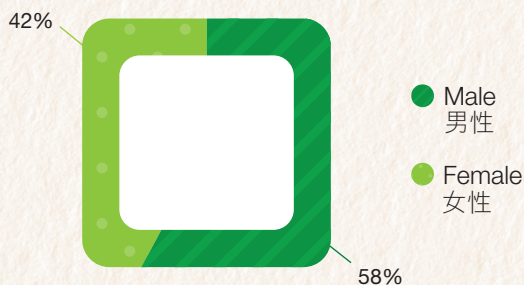
By the end of 2019, we had 518 employees in total, including 219 in Hong Kong, 209 in Dongguan, and 90 in other supporting offices in Mainland China. The workforce distribution is illustrated as below:

我們的員工

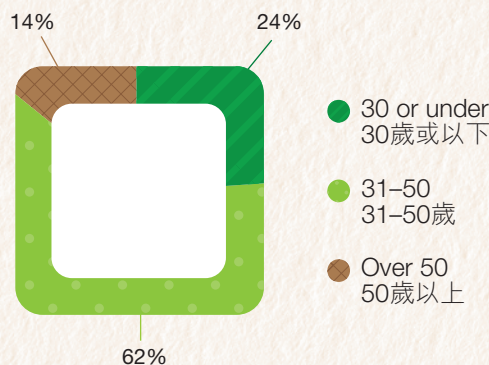
員工是我們優質的產品和服務及長期業務成功的基礎。因此，捷榮通過提供具包容性、獎勵性和高效的工作環境，為我們的員工提供持續的發展機會和具競爭力的薪酬待遇，致力成為首選的僱主。在本報告期內，我們遵從了相關的勞工法律和法規，其中包括香港《僱傭條例》(第57章)和《中華人民共和國勞動合同法》。

截至2019年底，我們合共有518名員工，香港的有219名，東莞有209名，及於中國內地其他地區有90名。勞動力分佈於下圖展示：

WORKFORCE BY GENDER
按性別劃分的僱員分佈



WORKFORCE BY AGES
按年齡劃分的僱員分佈



Environmental, Social and Governance Report (continued)

環境、社會及管治報告(續)

Health, Safety and Well-being Occupational Health and Safety

We handle our employees' health and safety with the greatest care and have adopted a wide range of occupational health and safety management initiatives to ensure compliance with the Occupational Safety and Health Ordinance (Cap. 509) of Hong Kong, Factories and Industrial Undertakings Ordinance (Cap. 59) of Hong Kong and Production Safety Law of the People's Republic of China. Our Health and Safety Committee is responsible for overseeing the health and safety performance across our operations. The Committee further ensures health and safety plans and procedures are implemented accordingly. During the reporting year, the organisational structure of the Health and Safety Committee has been enhanced and it comprises management executives, safety officers as well as an environmental health and safety team in each business unit to further integrate the management approach throughout our operations.

Based on our safety management principle "all members, all procedures and all locations at all time", TWG is determined to prevent occupational fatalities, injuries and incidents. To illustrate our determination, the Dongguan plant established annual targets for our safety performance which includes having no more than 1 minor injury incident per year. In September 2019, there was one incident of minor injury recorded. As a result, the Dongguan Plant has conducted additional manual handling and protective equipment training to further prevent the reoccurrence of such incident. Thanks to the support of our employees, our Group has achieved our safety performance targets in the reporting year.

To ensure that our employees are aware of occupational health and safety matters, TWG requires all our employees to participate in the on-boarding training and regular health and safety trainings. Occupational health and safety is one of the focus areas of our training and development this year. Logistics and production staff were provided with training on the manual handling and lifting to avoid injuries due to improper handling. To maintain our employees' awareness, drills are conducted frequently. Meanwhile, to better prepare our staff in cases of emergency, training on fire safety, and first aid were provided.

健康、安全及身心安康 職業健康與安全

我們竭盡所能處理員工的健康及安全問題，透過落實多個職業健康及安全管理措施，以確保遵守香港的《職業安全及健康條例》(第509章)、《工廠及工業經營條例》(第59章)和《中華人民共和國安全生產法》。我們的健康及安全委員會負責監督整個營運過程中的健康及安全表現，並進一步確保健康及安全計劃與程序的執行。在本報告期內，我們優化了健康及安全委員會的組織結構。健康及安全委員會現由行政管理層、安全主任以及各業務單位的环境健康及安全小組組成，令管理方案能於各營運層面落實。

基於我們涵蓋所有成員、程序、地點及時間的安全管理原則，捷榮決心預防因工作而引致的死亡、受傷和事故。為了展示我們的決心，東莞廠為我們的安全表現確立了年度目標，其中包括每年不超過一宗一般安全事故。而在2019年9月發生了一宗一般安全事故，因此，東莞廠進行了額外的搬運和防護用品安全常識培訓，以進一步防止此類事件的發生。有賴於員工的支持，本集團在本報告期內達成了在安全表現方面的目標。

為了確保我們的員工對職業健康及安全問題有充足的關注及認識，捷榮要求所有員工參加入職時及定期的健康及安全培訓。職業健康及安全是我們今年培訓和發展的重點項目之一。我們為物流和生產人員提供了重力提舉的培訓，以避免因不當處理而造成的傷害。為保持員工的職安健意識，我們亦經常進行演習，同時提供消防安全和急救培訓，使我們的員工為緊急情況做好準備。

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

Additional communication channels have been implemented to engage with our employees on health and safety matters including sharing case studies in our WeChat work groups. We also invited medical professionals to give lectures on the prevention of occupational disease. We also provide occupational health check-ups to our production team in Dongguan prior and during their employment, and before they leave the company.

Employee Well-being

TWG extends our care to our employees' mental and physical well-being by devoting resources to organise recreational and relaxation activities. The TW Club, an informal committee which consists of employees from different departments organises a variety of activities for our TWG family. To keep them physically fit, our employees in Dongguan formed a badminton club and we are delighted to have come first in the badminton tournament of the 2019 Hengli Union Cup. On the other hand, we also provided ceramic making classes and latte art classes for our employees in Hong Kong. Our care to our employees is further extended to their families through organising various activities. For example, we rented an entire movie theatre auditorium for our employees to spend quality time with their family members.

We continuously promote the importance of mental and physical well-being to our employees through putting up posters in our workplace environment. The posters provide tips and important information on achieving mental and physical fitness.

我們建立了額外的溝通渠道與員工就健康及安全事務進行互動，包括在微信工作群組中分享案例。我們還邀請了醫療專業人員就預防職業病進行講座。我們亦為東莞的生產團隊提供職前、在職及離職前職業健康檢查。

員工身心安康

捷榮投入資源為員工組織休閒和減壓活動，將我們的關懷擴展到員工的身心健康。我們透過TW Club為捷榮大家庭組織各類活動。其籌委會由來自不同部門的員工組成。為了保持員工的身體健康，我們東莞的員工成立了羽毛球俱樂部，我們很高興能在2019年橫瀝鎮「工會活力杯」職工團隊羽毛球賽中獲得第一名。另一方面，我們亦為香港員工提供陶瓷製作班和咖啡拉花班。通過組織各類活動，將我們對員工的關懷進一步擴展到他們的家人，包括包租電影院供員工與他們的家人共度美好時光。

我們在工作地點中張貼各種海報，向員工推廣身心健康的重要性。這些海報提供了有關實現身心健康的提示和重要資訊。



Posters on promoting mental and physical well-being

推廣身為健康的海報

Environmental, Social and Governance Report (continued)

環境、社會及管治報告(續)

As we seek to listen to our employees' feedback and understand their needs, we held three employee forums in 2019. During the forums, solutions were co-created to improve and respond to the problems reported.

Employee Welfare

Remuneration and Benefits

Guided by our Welfare Policy, competitive remuneration and other welfare benefits are provided to our employees in compliance with relevant laws and regulations including the Employees' Compensation Ordinance (Cap. 282) of Hong Kong, and the Labour Law of the People's Republic of China. We offer overtime working subsidies on transportation and meals, medical welfare and insurance to our employees. Meanwhile, for Dongguan plant employees, we provide housing or dormitory welfare additionally. To provide a rewarding work environment, outstanding employee performance is awarded on a monthly and quarterly basis.

Diversity and Equal Opportunity

We recognise the importance of diversity and equal opportunities as it creates a more collaborative working environment. As stated in our Staff Handbook, anti-discrimination and harassment policies are adopted with reference 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 equal opportunities are provided to our employees and that all forms of discrimination against race, religion, age, nationality, social status, sexual orientation, gender identity, political preference and disability are prohibited. Guided by the Whistleblowing Policy, a whistleblowing mechanism is in place to encourage our employees to report on incidents of misconduct or mistreatment. In case that an incident is reported, our Group further coordinates an open investigation and an investigation report is produced to respond to the issue raised. In the reporting year, there were no cases of non-compliant behaviour regarding discrimination and harassment.

我們積極聆聽員工的意見並了解他們的需求。在2019年，我們舉辦了三次季度員工座談會。在座談會期間，我們共同創建解決方案，以改善並回應員工提出的問題。

員工福利

薪酬及福利

本集團根據福利政策及相關法律和法規，包括香港《僱員補償條例》(第282章)和《中華人民共和國勞動法》，為僱員提供具競爭力的報酬和其他福利。我們亦為員工提供超時工作交通津貼、膳食津貼、醫療及保險福利，同時，我們額外為東莞廠房的工人提供房屋或宿舍福利。為了提供一個具獎勵性的工作環境，我們按月和按季度授予傑出員工表現獎。

多元及平等機會

我們意識到多元化和平等機會的重要性，因為它能創造一個更融洽的工作環境。我們的員工手冊清楚列明根據反歧視法例——即香港的《性別歧視條例》、《家庭身份歧視條例》、《殘疾歧視條例》和《種族歧視條例》——所制定的反歧視及反騷擾政策。政策確保我們向員工提供平等的機會，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。我們的舉報政策亦包含了舉報機制，鼓勵我們的員工舉報不當行為或虐待事件。事件一經報告，本集團會進一步協調公開調查，並撰寫調查報告回應提出的問題。在本報告期內，我們沒有任何關於歧視和騷擾行為的不當事件。

Environmental, Social and Governance Report (continued)

環境、社會及管治報告(續)

Human and Labour Rights

Our Group strives to uphold human and labour rights across our business operations. Policies have been established to strictly prohibit the use of forced labour and child labour. There is zero tolerance for any form of non-voluntary employment, or employment with any form of threat, violence and slavery action, and we safeguard our employees' right to the access of basic needs and self-management. Internal guidelines have been developed referencing local regulations to prevent cases of child labour in our Dongguan plants. During the reporting year, no cases of human and labour rights violation were identified.

Employee Training and Development *Training Opportunities*

Our employees underpin the long-term success of TWG, thus high priority is placed on their learning and development. Guided by our training policies, we allocate resources and formulate annual plans for professional development. Orientation programmes are provided to our new employees to inform them regarding our Group's background, structure, working environment, general policies and occupational health and safety.

We also provide on-the-job training to our employees on a regular basis which covers a wide range of topics in relation to their duties and qualification requirements. For instance, employees from the supply chain and sales department received training on the various ISO systems adopted in our operations, along with an internal auditor training. As for our production team, we provide regular training to ensure they are aware of the latest hygiene and safety standards, good manufacturing practices and production requirements.

Moreover, we have enhanced relevant trainings to improve the management capabilities of our management team. These covered topics such as supply chain management and human resources management. We further provide corporate training to our management team which incorporates our department heads to refresh the skillset and knowledge needed. Other than trainings and development programmes, we also subsidise our employees to enrol in external professional training upon request.

人權及勞工權利

本集團致力在整個業務營運中維護人權和勞工權利，並已制定有關禁止強制勞工及童工的政策。我們對於任何形式的非自願就業，或具有任何形式的威脅、暴力和奴役行為的就業採取零容忍政策。我們維護員工獲得基本需求和自我管理的權利。東莞工廠已根據當地法規制定內部準則，避免任何童工案件。在本報告期內，我們並未發現任何侵犯人權及勞工權利的事件。

員工培訓及發展 *培訓機會*

我們的員工為捷榮的長期成功奠定了基礎。因此，他們的學習和發展是我們的要務。我們根據培訓政策分配資源為員工制定專業發展年度計劃。我們為新員工提供迎新培訓，向他們介紹集團的背景、結構、工作環境、一般政策以及職業健康及安全等資訊。

我們還定期為員工提供在職培訓，其中涉及與他們的職責和資格要求有關的主題。例如來自供應鏈和銷售部門的員工需接受有關營運中採用的各種ISO系統的培訓以及內部審核員培訓。我們亦為生產團隊提供定期培訓以確保他們了解最新的衛生及安全標準、良好的生產規範和生產要求。

此外，我們增強了相關培訓內容以提升管理團隊的管理能力，包括供應鏈管理和人力資源管理。我們進一步為管理團隊 — 包括部門主管 — 提供企業培訓，所需的技能和知識，溫故知新。除培訓和發展計劃外，我們還因應員工申請為員工參加外部專業培訓提供補貼。

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

Our Group continuously reviews the training direction to increasingly accommodate the career development needs of our employees. To provide a more standardised and clear training approach for our employees, a competency matrix was developed based on the company's direction and the feedback collected from our employees. The competency matrix further outlines the different knowledge, skill and attitude training required depending on the employees' department and rank.

Career Progression

Our Group works hard to provide various opportunities to train and nurture our employees for their professional development. We provide adequate opportunities for our employees to progress in TWG through our internal promotion system. An appraisal system has been formulated which is based on employees' performance, ability, qualification and experience. To allow our employees to discover their different potential, a cross-departmental transfer procedure is in place.

本集團不斷檢討培訓方向，以逐步滿足員工的職業發展需求。為向員工提供更標準化和清晰的培訓，我們根據公司發展方向和員工反饋建立了一個能力矩陣。此能力矩陣進一步概述了不同員工部門和職級所需的知識、技能和態度培訓。

事業發展

本集團努力提供各種機會以培訓及培養員工，促進其專業發展。我們通過內部晉升機制，為員工提供足夠的晉升機會。我們制定了一套評估系統，評價員工的表現、能力、資歷和經驗。我們亦有跨部門調動機制，讓員工有機會探索不同潛力。

Environmental, Social and Governance Report (continued)

環境、社會及管治報告(續)

OUR ENVIRONMENT

TWG recognises our responsibility to manage the impact of our business on the environment through operating more sustainably. Our long-term sustainability commitment outlined in the IMS policy further guides the environmental management system and standards across our business operations. Our operations in Hong Kong and Dongguan are certified with the ISO 14001:2015 Environmental Management System. To comply with relevant environmental laws and regulations, TWG strictly follows the established procedures and action plans to manage our air emissions, noise control, waste management, hazardous waste control and sewage discharge. There were no incidents of non-compliance with relevant environmental laws and regulations in Hong Kong and Mainland China during the reporting year.

To continuously drive improvement in our environmental performance, TWG established various quantitative and qualitative environmental targets in our Dongguan operations. This further guides our Group in developing environmental initiatives, while also providing a clear benchmark to measure and monitor our environmental progress. We regularly review our performance to help us stay on track of meeting our targets. In 2019, we achieved all our environmental targets in the Dongguan operations.

我們的環境

捷榮明白我們有責任通過更可持續的營運來管理對環境的影響。綜合管理體系政策中概述了我們對可持續發展的長期承諾，進一步為我們業務營運的環境管理體系和標準提供指引。我們在香港及東莞的營運地點均已獲ISO 14001:2015環境管理體系認證。為遵守相關的環境法律和法規，捷榮嚴格遵從既定的程序和行動計劃來管理我們的廢氣排放、噪音控制、廢棄物處理、有害廢棄物控制和污水排放。在報告年度內，本集團在香港及中國內地均沒有任何違反有關環境法律及法規的事件。

為了持續改善我們在環境方面的表現，捷榮在東莞的營運地點制訂了各種定量和定性的環境目標。這不僅可以為本集團在制定環境措施上提供指引，還可以提供一個明確的基準來衡量和監督我們的環境管理進度。我們會定期檢視我們的表現，以監察各指標的落實進度。於2019年，我們達成了東莞營運地點的所有環境目標。

No. 項目	Environmental Target 環境目標	Environmental Performance Indicator 環境指標
1	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
2	Reduce monthly electricity consumption per unit of product 降低單位產品每月的用電量	Monthly electricity consumption per unit product to be not more than 0.6 kWh (kWh/kg) 每月單位產品的用電量不超過0.6千瓦時(千瓦時/公斤)
3	Reduce monthly water consumption per unit of product 降低單位產品每月的用水量	Monthly water consumption per unit product to be not more than 5L (L/kg) 每月單位產品的用水量不超過5公升(公升/公斤)
4	Wastewater discharge meets specified standards 廢水排放達標	Meet the Local Standard of Guangdong Province "Discharge Limits of Water Pollutants" (DB44/26-2001) 符合廣東省地方標準《水污染物排放限值》(DB44/26-2001)

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

No. 項目	Environmental Target 環境目標	Environmental Performance Indicator 環境指標
5	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)
6	Air pollutant emissions meets 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《大氣污染物排放限值》(DB44/27-2001)
7	Emission of oily fumes meets specified standards 油煙排放達標	Comply with 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(試行)》(GB184383-2001)
8	Hazardous waste treatment meets specified standards 危廢棄物處理達標	Hazardous waste recycling rate to be 100% 危險廢棄物回收處理率為100%

Energy Consumption and Air Emission

TWG strives to improve our energy efficiency and reduce our carbon footprints through our value chain. To illustrate our determination in reducing our carbon footprint, we monitored our electricity consumption monthly in our Dongguan operations against our target of consuming not more than 0.6 kWh per unit product in a month.

To improve our energy efficiency, our office buildings and plants have undergone lighting retrofits. In Hong Kong, we have increased the coverage of LED lights used in our offices and plants to about 30%. Gradually reaching our target of replacing all fluorescent lamps in Dongguan, a total of 201 T5 and T8 LED lamps were installed this year, increasing our LED light coverage to over 50%. As a result of these measures, the total electricity consumption in the reporting year decreased by 7% compared to the previous year.

能源消耗及廢氣排放

捷榮致力改善整個價值鏈的能源效益並減少碳足跡。為了展示我們在減少碳足跡方面的決心，我們每月監測東莞營運地點的用電量，以實現每單位產品每月的耗電量不超過0.6千瓦時的目標。

為改善能源效益，我們改裝了辦公室和廠房的照明系統。在香港，我們已將辦公室和廠房的LED燈使用覆蓋率提升到30%。在東莞，為逐步實現更換所有熒光燈的目標，我們今年共安裝了201根T5和T8 LED光管，使我們的LED燈覆蓋率提升到50%。採取這些措施後，本報告期內的總用電量與上一年相比減少了7%。

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

We have also scaled up our efforts to reduce energy consumption in our operations. In Dongguan, a natural gas pipeline was newly installed to enable a transition from using liquefied petroleum gas to natural gas for coffee bean roaster. The natural gas pipeline will operate in 2020 and is predicted to reduce energy consumption and save significant costs. The delivery of our goods also contributes significantly to our energy consumption. Our Logistics Department strives to minimise diesel consumption through planning the shortest delivery route to our customers.

As a direct result from our improved energy efficiency and energy conservation efforts, the total greenhouse gas emissions of our business operations in the reporting year was 2,513 tonnes of carbon dioxide equivalent (CO₂e), resulting in a decrease compared with 2018.

We understand our role in mitigating air pollutant emissions to maintain and improve local air quality. Our Group's emissions are contributed from our manufacturing process and transportation. To mitigate our air emissions, we give priority to coffee bean roasters installed with water scrubbers as we purchase new ones. This can further remove organic particulates and odour from the flue gases. In Dongguan plant, we have applied advanced filtering technology to prevent the emission of particulate matter during the production of instant beverage products.

我們還加大力度減少營運中的能源消耗。在東莞，我們新安裝了一條天然氣管道，以實現改用天然氣取代液化石油氣作為炒爐的燃料，該天然氣管道將於2020年投入使用，預計將減少能源消耗並節省大量成本。另外，貨物的運輸亦增加了我們的能源消耗，我們的物流部致力通過規劃最短的配送路線來減少柴油消耗。

因進行以上改善能源效益和節能工作，本報告期內我們業務營運的溫室氣體總排放量為2,513噸二氧化碳當量(CO₂e)，比2018年少。

捷榮了解我們在減少空氣污染物排放以維持和改善當地空氣質素方面能作出貢獻。本集團的主要空氣污染物排放源為我們的生產線和物流活動。為減少廢氣排放，我們在採購新炒爐的時候，會優先選用備有清水洗滌器的型號，這可以進一步去除煙氣中的有機顆粒和異味。在東莞廠房，我們採用了先進的過濾技術，以防止速溶飲料產品生產過程中顆粒物的排放。

Environmental, Social and Governance Report (continued)

環境、社會及管治報告(續)

Waste Management

TWG strives to reduce the amount of waste generated by our operations through adopting our waste management procedures.

We sort and handle our general waste, recyclable waste and hazardous waste properly with close monitoring to the quantity we generate. At our manufacturing plants, there are designated areas to store recyclable raw materials packaging including burlap, paper cardboard, metal and plastic. The materials are further collected by registered recycling companies on a regular basis. Meanwhile, non-recyclable general waste is disposed of appropriately by licensed third party. For hazardous waste which mainly consists of fluorescent tubes, laboratory organic solvent, and wasted barrel of organic solvent, designated storage is provided in compliance with local regulations. We further commission licensed service providers to collect and recycle these materials for safe and proper disposal. During the reporting year, 100% recycling rate of hazardous waste was achieved.

Our Group strives to cultivate reuse and recycling habit amongst our employees to minimise waste generation from the source. In the reporting year, we provided recycling bins in office areas, as well as collected and returned used toners to suppliers for reuse or further handling. To further promote paper conservation, paper consumption is monitored on a monthly basis. Measures are adopted to reduce the amount of paper used. For instance, an office automation system has been developed in the reporting year and launched in January 2020 to replace paper documents with electronic documents. Certain human resources and administration-related applications are now available in electronic forms.

We also promote waste management practices amongst our employees through regularly providing them with waste reduction tips. We organise coffee grounds workshop with external parties and our stakeholders regularly to promote upcycling of coffee grounds. TWG also donates coffee silverskin, a by-product produced during coffee roasting, to a manufacturing company. The coffee silverskin is further repurposed for odour removing.

廢棄物管理

處理廢棄物時，捷榮致力通過採用廢物棄物管理程序減少我們營運產生的廢物棄數量。

我們對一般廢棄物，可回收廢棄物和危險廢棄物進行適當分類和處理，並密切監控我們產生的廢棄物數量。我們在各廠房中的特定地點儲存可回收的包裝原料，包括粗麻布、紙板、金屬和塑料，這些廢棄物由已註冊的回收公司定期收集。同時，未能回收的一般廢棄物則會由持牌的第三方妥善處理。至於有害廢棄物，包括熒光燈管、實驗室使用的有機溶劑和曾放置有機溶劑的廢棄桶，我們根據當地法規提供指定儲存空間，委託持牌的服務提供商收集和回收這些材料，以安全及正確地處置。報告年內，危險廢棄物的回收率達到100%。

本集團致力在員工間培養重用及回收的習慣，從源頭減少廢棄物。在本報告期內，我們在辦公室內提供了回收箱，並將已使用的碳粉盒收集及退還給供應商作重用或進一步處理。為進一步促進節約紙張，我們每月對紙張消耗進行監控，採取減少用紙量的措施，例如，我們在本報告期內開發了一個辦公室自動化系統並於2020年1月啟用，用電子文件取替紙質文件，使某些人力資源和與行政相關的事項現在可以利用電子形式申請。

我們還通過定期向員工提供減少浪費的指引，在員工間推廣廢棄物管理的實踐。我們定期與外界各方及我們的持份者組織咖啡渣工作坊，以推動咖啡渣的升級再造。捷榮還將咖啡烘焙過程中產生的副產品 — 咖啡銀皮捐贈給一家製造公司，作去除異味之用。

Environmental, Social and Governance Report (continued)

環境、社會及管治報告(續)

Resource Consumption

As stated in our IMS policy, we aim to reduce our resource utilisation through enhancing our resource management. To reduce our impact to the environment, we purchase copy paper certified by the Forest Stewardship Council.

Water and Wastewater Management

Our approach to water management in previous years included monitoring our water usage to provide us with an understanding of our water consumption patterns. Through this understanding, in the reporting year we established water use intensity targets to guide our performance. We established a target in Dongguan plant to consume less than 5 kilogram of water per kilogram of product produced every month and we are pleased to have met our target every month throughout the year. Succeeding the consumption of water in our manufacturing process, wastewater is produced as a result. We have established a target for our wastewater discharge to meet the local regulatory standards. In addition to meeting our targets, we also appointed a third party to further verify that our wastewater discharge meets the specified standards. We are continuously adopting more advanced equipment in our manufacturing process to reduce the production of wastewater. For example, we installed a new air compressor with a filtering feature which adsorbs the oil from the wastewater, resulting in the discharge of cleaner water.

Coffee and Tea's Impact to the Environment

As a coffee and tea solutions provider, we are aware of the environmental impact caused by coffee and tea cultivation. This ranges from land alteration which can lead to potential loss of biodiversity to the use of agrochemicals which can cause land contamination. While this environmental challenge is beyond the immediate scope of our business operations, we recognise our role in minimising these indirect environmental impacts through incorporating sustainable practices in our supplier management. More details can be found in the *Supporting Sustainable Procurement* section of this report.

資源消耗

如我們的綜合管理體系政策所述，我們旨在通過加強資源管理來減少資源使用率。為減低我們對自然生態的影響，我們使用獲森林管理委員會認證的辦公用紙。

水及污水管理

過去幾年間，我們監控用水情況，以了解我們的用水模式，通過這些了解，我們在本報告期內確立了用水強度指標來為我們的水資源管理工作提供指引。我們在東莞廠制定了生產每公斤產品每月用水少於5公升的目標，並在年內每月均能達到這目標。隨著我們在生產過程中的用水，污水亦因而產生，為此，我們確立了污水排放目標以符合當地法規標準。除此之外，我們還聘請第三方來進一步驗證我們的污水排放是否符合指定的標準。我們在生產過程中不斷採用更先進的設備，以減少污水的產生，例如，我們安裝了具有過濾功能的新型空氣壓縮機來吸收污水中的油脂，從而能夠排放較為潔淨的水。

種植咖啡和茶葉對環境的影響

作為一家咖啡和紅茶餐飲策劃服務供應商，我們意識到咖啡和茶葉種植對環境的影響 — 從可能導致喪失生物多樣性的土地用途變更，到可能導致土地污染的農用化學品使用。儘管這環境挑戰已經超出我們的直接業務營運範圍，我們明白通過將可持續實踐納入供應商管理來減少這些間接環境影響的作用，詳情請參閱本報告的「支持可持續採購」部分。

Environmental, Social and Governance Report (continued)

環境、社會及管治報告(續)

OUR COMMUNITY

As a long-established company with over 85 years of history, we strive to give back to our community through investing resources, engaging our employees to devote their time, and collaborating with community partners. In 2019, our Group contributed 641 community service hours and HK\$178,600 in charitable donations. In recognition of our efforts in creating a positive impact in our community, we have been awarded the “Caring Company” Label by the Hong Kong Council of Social Service for 11 consecutive years and awarded the Industry Cares 3+ Year Caring Certificate by The Federation of Hong Kong Industries.

Promotion of Coffee Culture

As a leading coffee and tea solutions provider in the region, we also aim to promote the culture of coffee and tea appreciation in our community through various education and recreational initiatives. This year, we continued to provide certificate programmes and B2B coffee programmes from our TWG Coffee Connoisseurs Academy to further develop our members’ knowledge on coffee theory and skills of coffee making.

In addition to providing coffee making skills to coffee enthusiasts, we believe that coffee making can be an important skillset to benefit those in need and overall the greater community, which can be witnessed from the achievements of Coffee Academy for the Community.

我們的社區

作為一家擁有超過85年歷史的公司，我們深明「取之社會，用於社會」的道理，並鼓勵員工投放時間與社會服務機構合作。在2019年，本集團所貢獻的社區服務時數為641小時，慈善捐款亦高達178,600港元。我們連續11年獲得由香港社會服務聯會頒發的「商界展關懷」標誌，並獲香港工業總會頒贈「工業獻愛心3+」證書，肯定了我們對社會的正面影響。

積極推廣咖啡文化

作為地區領先的咖啡及紅茶策劃供應商，我們亦致力於通過各種教育和康樂活動推廣社區品味咖啡和紅茶的文化。今年，我們繼續舉辦捷榮品味咖啡學院的專業證書課程和B2B咖啡課程，以進一步培養成員在咖啡理論和咖啡製作的技能。

除了教授咖啡愛好者咖啡製作技巧外，我們深信咖啡製作的重要技巧能使有需要的人及整個社區受益，公益咖啡學院便在這方面帶來了成果。



Case study 案例

Creating Shared Value with Coffee Academy for the Community

公益咖啡學院在社區創造共享價值

Coffee Academy for the Community (“the Academy”) was established in 2017 and built on the joint efforts of TWG and the Hengli Social Governance Collaborative Innovation Centre. Through equipping recruited underprivileged individuals with coffee making skills, they can further develop their careers and become self-reliant. The Academy has trained a total of 75 people and have observed great success stories. After participating in our programme, one rehabilitated participant was successfully employed, while 4 other participants entered the catering industry. Some participants were able to open their own cafes which serve coffee and handmade desserts.

公益咖啡學院(學院)成立於2017年，由捷榮和橫瀝社會治理協同創新中心共同建立。通過傳授咖啡製作技巧給生活貧困的人士，使他們能進而發展職業並自力更生。該學院培訓的75名學員均留下成功的印記。參加我們的課程後，其中一名更生人士學員取得就業機會，四名學員投身於餐飲行業，更有學員開設了自己咖啡館，提供咖啡和手工甜點。

Environmental, Social and Governance Report (continued)

環境、社會及管治報告(續)



Training courses on coffee making skills provided to different underprivileged groups
為弱勢群體提供咖啡製作技巧培訓課程

The Academy also makes use of the skillsets developed to create a positive impact to the community. Not only have we developed a volunteer team to serve our community, but our participants also adopt their coffee making skills through participating in various bazaars. In July 2019, we participated in the 2019 Guangdong Mass Artistic Gymnastics League in which our participants sold coffee and Hong Kong-style milk tea to raise funds.

學院亦善用咖啡製作技巧為社區帶來正面的影響。我們不僅建立了義工團隊為社區服務，我們的學員更運用所學的咖啡製作技巧在各市集中。2019年7月，我們參與了2019年廣東省大眾藝術體操聯賽，我們的學員以出售咖啡及港式奶茶的方式籌款。

Our participants raising funds through making use of their newly learnt skills

我們的學員通過運用新學習的技能籌款



The funds raised from these bazaars were further used to organise different events to benefit disadvantaged groups. For example, the funds were used to organise a parent-child reading programme in which professionals were invited to read books together with families from difficult backgrounds. Parenting knowledge and skills were also shared.

在市集中所籌得的款項會用作於服務弱勢群體。例如，組織親子閱讀計劃，並邀請專業人員與生活困窘的家庭一同閱讀，分享育兒知識和技巧。

The achievements and success stories of the Academy has been widely recognised. In January 2019, we were honoured to receive the "Excellence Award for New Project in Social Governance" from the Hengli People's Government.

學院的成就和成功故事獲得廣泛認可。在2019年1月，我們很榮幸能獲橫瀝人民政府頒贈「優秀社會治理新專案」。

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

Local Community Development

Our community development efforts revolve around four focus areas which include fostering the youth, community care, supporting athletes and sport events and environmental care. We engage our employees to give their time and expertise to support those in need in our society.

Volunteering

In the reporting year, we continued to support youth development through participating in various events. Our Group recognises the importance of broadening the horizons of the younger generation through providing them with more exposure to different people and culture. To this end, our Group supported a 7-day cultural exchange programme in Dongguan for 60 secondary students from Dongguan, Taiwan, Macau and Hong Kong. In these 7 days, students were given the opportunity to gain a deeper understanding of Dongguan's culture and economic development, while also learning about different investment enterprises from Hong Kong, Macau and Taiwan. In some of the activities organised with TWG, students participated in tea tasting, learnt latte art and visited the production line of the company. In addition to making unforgettable memories with new friends, the cultural exchange provided a chance for students to gain an alternative perspective on the four cities' culture and people.

本地社區發展

我們的社區發展工作圍繞四個重點領域進行，其中包括培育青年、社區關懷、支持體育發展以及環境保育。我們鼓勵員工投放時間和專業知識來幫助社會中有需要的人。

義工活動

在報告期內，我們通過參與各類活動繼續支持青年發展。本集團明瞭以接觸不同人士和文化來拓寬年輕一代的視野尤其重要。為此，本集團支持為東莞、台灣、澳門和香港的60名中學生而舉辦的七天「莞香傳情」莞台港澳青少年成長營。在這七天裡，學生有機會加深對東莞文化和經濟發展的了解，同時也加深對香港、澳門和台灣投資企業的認識。在由捷榮安排的環節下，學生嘗試品茶、學習拉花藝術，並參觀公司的生產線。除了與新朋友留下難忘的回憶外，此文化交流還使學生們對四個城市的文化和人民有了嶄新的看法。



(Left) Group photo of the proactive participants
(Right) Participants gaining a hands-on on experience in latte art

(左)「莞香傳情」參加者的大合照
(右)參加者學習拉花藝術

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

Moreover, we supported an event organised by the Hong Kong Youth Exchange Promotion United Association which invited Hong Kong Baptist University students to visit Dongguan's enterprises. The students were able to gain more insight of the commercial world in Dongguan.

Throughout the year, our Group successfully collaborated with 8 secondary schools under the Job Shadowing Program to provide 22 students with the opportunity to gain early insight into the commercial world. We are pleased to have received positive feedback from participants stating the wide range of knowledge and skills that they have gained. Participating students worked alongside our employees to develop a deeper understanding of the different job roles and functions in the company. Students also helped at TWG's booth at the HOFEX Exhibition, known as Asia's leading food and hospitality tradeshow. From placing and delivering orders to participating in conversations with our employees and booth visitors, students further gained exposure to the food and hospitality industry. In alignment with our mission to promote coffee and tea culture, we also held coffee and tea sharing sessions to deliver knowledge on coffee and tea including the classification and sourcing of coffee and tea. Students also participated in making milk tea during the sharing session. To further show the production process and machinery used for coffee and tea products, factory visits were also provided to some students.

TWG also provides support for the elderly and disadvantaged communities. To show our love and care to the elderly during festivities, we participated in an elderly home visit organised by the Lok Sin Tong Benevolent Society Kowloon during the Dragon Boat Festival. Similarly, we paid two home visits to elderly singletons in Tianraobu Village and Xinsi Village, Hengli, Dongguan.

此外，我們還支持了香港青年交流促進聯會的活動，邀請香港浸會大學的學生參觀東莞的企業，以加強學生對東莞商業世界的了解。

年內，本集團成功通過「工作影子計劃」與8所中學合作，為22名學生提供進入工作體驗的機會。我們很高興能收到參與者的正面回饋，得悉他們獲得了廣泛知識和技能。參加計劃的學生與我們的員工一起工作，了解公司不同工作崗位和責任。學生更協助捷榮在亞洲頂尖國際食品餐飲及酒店設備展HOFEX的參展。從確認訂單到與員工及訪客對話，學生再進一步接觸餐飲及酒店業。為促進我們推廣咖啡和紅茶文化的使命，我們還舉辦了咖啡和紅茶分享會，為學生提供有關咖啡和茶葉的知識，包括咖啡和茶葉的分類及採購。在分享會上，學生們還參與了製作奶茶的活動。為展示咖啡和紅茶產品的生產過程和裝置設備，我們亦安排學生參觀公司生產線。

捷榮也支持長者和弱勢社區。為表達對長者的愛及關懷，我們在端午節期間參與了由九龍樂善堂舉辦的長者探訪。同時，我們對東莞橫瀝鎮田饒步村和新四村的長者進行了兩次探訪。

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

Our volunteer team from the Academy also devoted their time and efforts into improving the living environment of less developed communities through an eco-friendly manner. Recycled materials including used tires and scrap cans were used to create a warmer and happier living environment.

來自學院的義工團隊投入了時間和努力，以生態友好的方式改善落後社區的生活環境，包括運用舊輪胎和廢鐵罐等的再利用材料，打造一個更溫暖及愉快的生活環境。

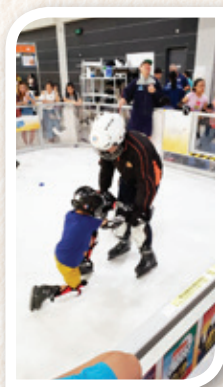


Pictures of Banxian Mountain Village prior to and after the refurbishing efforts of our volunteer team

我們的義工團隊進行整修前後的半仙山村對照圖

We strive to promote a healthy lifestyle in our community through supporting various organisations in Hong Kong including the Hong Kong Academy of Ice Hockey and InspiringHK Sports Foundation. This year, our staff members joined the Ice Hockey Campaign as volunteers and assisted the participating children in learning and playing ice hockey.

我們通過支持香港冰球訓練學校和凝動香港體育基金等多個香港組織，竭力促進社區健康。今年，我們的工作人員以義工的身份參加了冰球運動，並幫助參加活動的小朋友學習冰球。



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

In addition to charitable donations to InspiringHK Sports Foundation, our staff members also joined numerous activities as volunteer workers. For instance, fifteen of our staff members devoted their time and effort in supporting the Campus Dodgebee Activity, which allowed students to try out a new kind of sport and incorporate more exercise in their daily life.

Donation and Sponsorship

Our Group strives to give back to our community through supporting and working with local organisations. In addition to providing financial support through charitable donations, we also provide beverage sponsorships to community organisations.

In Hong Kong, we participated in various fundraising events including The Community Chest 50th Anniversary Walk for Millions in which funds were donated to support social welfare agencies in enhancing family and child welfare services. TWG also participated in the YO! Let's Walk the Road 2019 organised by Youth Outreach. Besides participating in the event and raising funds to support the organisation in helping at-risk youth, our Group also sponsored the walk with beverages. Similarly, in Dongguan, we also sponsored local social service centres with beverage products for various charity events.

除了向凝動香港體育基金捐贈善款外，我們的員工亦以義工身份參與多項活動。例如，我們15名員工於「校園躲避盤體驗活動」身體力行，使學生能體驗新型運動，並融入更多運動於日常生活中。

捐款及贊助

本集團致力通過支持和與本地組織合作回饋社區。除了向社區組織提供慈善捐款的財政支援外，我們還會捐贈餐飲。

在香港，我們參與了各種籌款活動，包括向「公益金五十週年百萬行」捐贈善款以支持社會福利機構改善家庭及兒童福利的服務。捷榮亦參與了協青社舉辦的協青慈善行2019。除投身社會公益事務及籌集資金，以支持本地組織幫助邊緣青年外，本集團還提供餐飲以贊助步行活動。在東莞，我們亦贊助了當地的社會服務中心，為各種慈善活動提供餐飲贊助。

Environmental, Social and Governance Report (continued)

環境、社會及管治報告(續)



PERFORMANCE DATA SUMMARY

績效數據摘要

	Unit 單位	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)	tonnes CO ₂ e 噸二氧化碳當量	956
Indirect GHG emissions (Scope 2) ² 間接溫室氣體排放量(範圍2)	tonnes CO ₂ e 噸二氧化碳當量	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	2,513
Total GHG emissions per tonnes of product produced 按每噸產品計的溫室氣體總排放量	tonnes CO ₂ e/ tonnes of product produced 噸二氧化碳當 量/噸產品	0.252
Waste generated 廢棄物		
Hazardous waste 有害廢棄物	tonnes 噸	0.9
Non-hazardous waste 無害廢棄物	tonnes 噸	126.7

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《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。

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及中華人民共和國國家發展和改革委員會《2011年和2012年中國區域電網平均二氧化碳排放因子》中的排放因子計算。

Environmental, Social and Governance Report (continued)

環境、社會及管治報告(續)

Waste recycled 回收廢棄物		
Paper 紙	tonnes 噸	60.4
Plastic 塑膠	tonnes 噸	12.9
Burlap 粗麻布	tonnes 噸	24.1
Metal 金屬	tonnes 噸	0.8
Energy consumption 能源耗量		
Electricity purchased 外購電力	kWh 千瓦時	2,982,866
Diesel for plant use 廠房柴油	Litre 升	183,200
LPG 液化石油氣	kg 公斤	90,945
Towngas consumption 煤氣消耗量	Unit 單位	491
Unleaded petrol for vehicle 汽車無鉛汽油	Litre 升	6,906
Diesel for vehicle 汽車柴油	Litre 升	67,701
Total energy consumption 能源總耗量	kWh 千瓦時	6,785,485
Total energy consumption per tonnes of product produced 按每噸產品計的能源總耗量	kWh/tonnes of product produced 千瓦時/噸產品	682
Water consumption 耗水量³		
Total water consumption 總耗水量	m ³ 立方米	26,932
Total water consumption per tonnes of product produced 按每噸產品計的總耗水量	m ³ /tonnes of product produced 立方米/噸產品	2.7

³ Hong Kong Government services are affected by COVID-19 pandemic, and thus we have not received the actual water consumption report for November and December for the Hong Kong office and plant as of the reporting date prior to the ESG Report publishing date. Quantity of water consumed in these two months is therefore estimated based on the average consumption for the first ten months.

由於部分香港政府服務受新型冠狀病毒疫情影響，直至報告發佈日期，本集團尚未取得政府方面提供有關香港辦公室及廠房於11月及12月的用水量數據。因此這兩個月的用水量乃參照首十個月的平均用水量而估算得出。

Environmental, Social and Governance Report (continued)

環境、社會及管治報告(續)



Major packaging materials used 主要包裝材料		
Paper and wood 紙及木	tonnes 噸	861
Metal 金屬	tonnes 噸	41
Plastic 塑膠	tonnes 噸	168
Social performance 社會績效		
Employee profile (as at December 31 2019) 僱員資料截至(2019年12月31日)		
Total workforce 僱員總數	no. of people 人數	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	512
Contract 合約	no. of people 人數	6
Total workforce by gender 按性別劃分的僱員總數		
Male 男性	no. of people 人數	299
Female 女性	no. of people 人數	219
Total workforce by age group 按年齡組別劃分的僱員總數		
30 or under 30歲或以下	no. of people 人數	125
31-50 31-50歲	no. of people 人數	321
Above 50 50歲以上	no. of people 人數	72
Total workforce by geographic region 按地區劃分的僱員總數		
Hong Kong 香港	no. of people 人數	219
Mainland China 中華人民共和國	no. of people 人數	299

Environmental, Social and Governance Report (continued)

環境、社會及管治報告(續)

Employee turnover 僱員流失		
Employee turnover rate 員工流失比率	%	21.27%
Employee turnover rate by gender 按性別劃分的僱員流失比率		
Male 男性	%	23.95%
Female 女性	%	17.67%
Employee turnover rate by geographical region 按地區劃分的僱員流失比率		
Hong Kong 香港	%	17.31%
Mainland China 中華人民共和國	%	24.62%
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
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
Lost days due to work injury 因工傷損失工作日數	Days 日數	375.5
Development and training 發展與培訓		
Percentage of employees trained 受訓僱員百分比	%	89
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	11.8
Female 女性	hours 小時	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	7.6
Senior 高級僱員	hours 小時	15.9
General Staff 一般僱員	hours 小時	12.5

Environmental, Social and Governance Report (continued)

環境、社會及管治報告(續)



Supply chain management 供應鏈管理		
Number of suppliers by geographic location 按地區劃分的供應商數目		
Hong Kong 香港	number 數目	46
Mainland China 中華人民共和國	number 數目	124
Other regions 其他地區	number 數目	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
Number of products and services related complaints 接獲關於產品及服務的投訴宗數	number 數目	55
Community investment 社區投資		
Total amount of cash donations 現金捐款總額	HK\$ 港元	178,600
Total hours of volunteer work 義工活動總時數	hours 小時	641

Environmental, Social and Governance Report (continued)

環境、社會及管治報告(續)

HKEX ESG REPORTING GUIDE INDEX

香港交易所《環境、社會及管治報告》指引索引

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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>Particulate matter emitted during our operations are 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 is therefore not being monitoring 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 amount of particulate matters emitted.</p> <p>本集團在營運時產生顆粒物的量均符合相關環境法例及法規的排放標準。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
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	29, 38
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	38

Environmental, Social and Governance Report (continued)

環境、社會及管治報告(續)



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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 我們的環境	30
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KPI A2.1 關鍵績效指標A2.1	Directed and/or indirect energy consumption by type in total (kWh in '000s) and intensity. 按類型劃分的直接及或間接能源(如電、氣或油)總耗量(以千個千瓦時計算)及密度。	Performance Data Summary 績效數據摘要	39
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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 我們的環境 TWG has no issue in sourcing water that is fit for purpose. Our target is to achieve a water intensity of less than 5L water per kg of product produced in Dongguan operations. Such target has been achieved every month. 捷榮在求取適用水源上未有任何問題。我們於東莞營運點的目標為生產每公斤產品時使用少於5公升食水，在報告期內我們每月均能達標。	31

Environmental, Social and Governance Report (continued)

環境、社會及管治報告(續)

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KPI B1.2 關鍵績效指標B1.2	Employee turnover rate by gender, age group and geographical region. 按性別、年齡組別及地區劃分的僱員流失比率。	Performance Data Summary 績效數據摘要	41
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Environmental, Social and Governance Report (continued)

環境、社會及管治報告(續)



Subject Areas, Aspects, General Disclosures and KPIs 主要範疇、層面、一般披露及關鍵績效指標		Reference/Remarks 參閱／註釋	Page 頁數
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KPI B3.1 關鍵績效指標B3.1	The percentage of employees trained by gender and employee category. 按性別及僱員類別劃分的受訓僱員百分比。	Performance Data Summary 績效數據摘要	41
KPI B3.2 關鍵績效指標B3.2	The average training hours completed per employee by gender and employee category. 按性別及僱員類別劃分，每名僱員完成受訓的平均時數。	Performance Data Summary 績效數據摘要	41
Aspect B4 Labour Standards 層面B4：勞工準則			
General Disclosure 一般披露		Our Employees 我們的員工	21
KPI B4.1 關鍵績效指標B4.1	Description of measures to review employment practices to avoid child and forced labour. 描述檢討招聘慣例的措施以避免童工及強制勞工。	Our Employees 我們的員工	25
KPI B4.2 關鍵績效指標B4.2	Description of steps taken to eliminate such practices when discovered. 描述在發現違規情況時消除有關情況所採取的步驟。	N/A 不適用	N/A 不適用
Operating Practices 營運慣例			
Aspect B5 Supply Chain Management 層面B5：供應鏈管理			
General Disclosure 一般披露		Our Products 我們的產品	14-18
KPI B5.1 關鍵績效指標B5.1	Number of suppliers by geographical region. 按地區劃分的供應商數目。	Performance Data Summary 績效數據摘要	42
KPI B5.2 關鍵績效指標B5.2	Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, how they are implemented and monitored. 描述有關聘用供應商的慣例，向其執行有關慣例的供應商數目、以及有關慣例的執行及監察方法。	Our Products 我們的產品	14-18

Environmental, Social and Governance Report (continued)

環境、社會及管治報告(續)

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KPI B6.1 關鍵績效指標B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons. 已售或已運送產品總數中因安全與健康理由而須回收的百分比。	Performance Data Summary 績效數據摘要	42
KPI B6.2 關鍵績效指標B6.2	Number of products and service related complaints received and how they are dealt with. 接獲關於產品及服務的投訴數目以及應對方法。	Performance Data Summary 績效數據摘要	42
KPI B6.3 關鍵績效指標B6.3	Description of practices relating to observing and protecting intellectual property rights. 描述與維護及保障知識產權有關的慣例。	Our Products 我們的產品	14
KPI B6.4 關鍵績效指標B6.4	Description of quality assurance process and recall procedures. 描述質量檢定過程及產品回收程序。	Our Products 我們的產品	11-13
KPI B6.5 關鍵績效指標B6.5	Description of consumer data protection and privacy policies, how they are implemented and monitored. 描述消費者資料保障及私隱政策，以及相關執行及監察方法。	Our Products 我們的產品	20

Environmental, Social and Governance Report (continued)

環境、社會及管治報告(續)



Subject Areas, Aspects, General Disclosures and KPIs 主要範疇、層面、一般披露及關鍵績效指標		Reference/Remarks 參閱／註釋	Page 頁數
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General Disclosure 一般披露		Approach to Sustainability 可持續發展方針	7
KPI B7.1 關鍵績效指標B7.1	Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the reporting period and the outcomes of the cases. 於本報告期內對發行人或其僱員提出並已審結的貪污訴訟案件的數目及訴訟結果。	Approach to Sustainability 可持續發展方針	8
KPI B7.2 關鍵績效指標B7.2	Description of preventive measures and whistle-blowing procedures, how they are implemented and monitored. 描述防範措施及舉報程序，以及相關執行及監察方法。	Approach to Sustainability 可持續發展方針	8
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KPI B8.2 關鍵績效指標B8.2	Resources contributed to the focus area. 在專注範疇所動用資源。	Our Community 我們的社區 Performance Data Summary 績效數據摘要	32-37, 42



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