



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

SAILING THROUGH STORMY
WATERS IN PURSUIT OF



Sustainable Growth



2020 Environmental, Social and Governance Report

環境、社會及管治報告

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 third 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 and performance regarding the four aspects: 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 across the Report and to demonstrate the compliance with the Guide.

This Report covers the period from 1 January to 31 December 2020 (“reporting period”), unless stated otherwise. The scope of this Report primarily covers the Group’s key business segments which includes the processing and sales of business-to-business (“B2B”) coffee, black tea and food products in Hong Kong, Macau and Mainland China, together with manufacturing basis of coffee and tea in Hong Kong and Dongguan, Mainland China.

We value 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 greatly help the Group to continuously improve its sustainability performance.

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」)的第三份環境、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。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。

除另有說明外,本報告涵蓋期間為2020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。

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。

Environmental, Social and Governance Report (continued)

環境、社會及管治報告(續)

MESSAGE FROM THE CHAIRMAN

The COVID-19 has brought unprecedented threats and challenges to the global economy, which further reinforced our belief to place sustainability at the core of our business. Our third standalone ESG Report has encapsulated our commitments and achievements in creating positive values for our stakeholders through operating in a responsible manner.

As a reputable brand in Hong Kong, Macau and Mainland China of integrated coffee and tea solutions, TWG endeavours to serve quality products that fulfils customer expectation. Guided by the international quality management standards, including ISO 9001:2015 Quality Management, ISO 22000:2018 Food Safety Management Systems, Hazard Analysis and Critical Control Points (“HACCP”) and Food Safety System Certification (“FSSC”) 22000 Version 5, we have comprehensive quality management procedures in place to ensure product safety and quality from raw materials sourcing to finished products. This year, to respond to the emerging customers’ expectations on healthier lifestyles, we have focused the product research and development on low sugar and clean label products. With the effort of our Research and Development Team, we have launched new coffee and tea products in 2020.

In medium-to-long run, we foresee that climate change will show a more obvious impact on global tea and coffee supply chains. Given the sensitivity of coffee and tea crops to cultivation conditions, the Group is aware that climate change may affect the quality and price of our raw materials. To maintain climate resilience, we continue to diversify the sources of raw materials and consider the weather forecast reports from our suppliers during our purchasing process. We are minimising the environmental and social impacts brought by our coffee products through the purchase from sustainable sources certified with Rainforest Alliance, UTZ and Fair Trade. With the ongoing effort in obtaining the Rainforest Alliance Certification for our coffee products produced in Hong Kong, we will source more coffee products from sustainable farming practice.

主席的話

新型冠狀病毒為全球經濟帶來前所未有的威脅及挑戰，與此同時讓捷榮更堅定地將可持續發展視為業務發展的核心。我們的第三份獨立ESG報告涵蓋了我們以負責任的營運模式，為持份者創造正面價值的承諾及成果。

作為香港、澳門及中國內地綜合咖啡及紅茶策劃服務良好聲譽的品牌，捷榮致力提供符合客戶期望的優質產品。在ISO 9001:2015質量管理標準、ISO 22000:2018食品安全管理標準、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版等國際質量管理標準的指引下，我們制定了完善的質量管理程序，以確保由原材料採購到製成品的產品安全及質量。今年，為滿足客戶對健康生活方式的期望，我們重點研發低糖及清潔標籤的產品。在研發團隊的努力下，我們於2020年推出了新的咖啡及茶類產品。

從中期至長期來看，我們預料氣候變化將對全球的茶和咖啡供應鏈產生明顯的影響。鑑於咖啡及茶葉作物對種植條件十分敏感，本集團一直關注氣候變化對原材料質量及價格的潛在影響。為了維持對氣候變化的抗禦力，我們會在採購過程中分散原材料來源地，並考慮供應商所提供的在地的天氣預測報告。我們透過購買已獲雨林聯盟、UTZ及公平貿易認證的咖啡原材料，減低咖啡產品帶來的環境及社會影響。隨著我們不斷努力為香港生產的咖啡產品爭取雨林聯盟認證，我們會採購更多來自可持續農業的咖啡產品。

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

The Group believes the success of our business relies on the provision of an inclusive, rewarding, and productive workplace to our employees. Despite a tough year, we did not lay off any of our employees nor cut their pay. The health and safety of our employees remains as our upmost priority, especially during the outbreak of COVID-19. We value employee benefits and hope to retain talents by offering competitive remuneration and benefits. We continue to nurture our employees with a wide range of trainings and development opportunities. This year, we launched the TWG Talent Academy for Employee Talent Management and Leadership Development to equip our staff with business development knowledge.

We uphold a strong commitment to environmental sustainability. This year, we have continued to accomplish the environmental targets set for the Dongguan plant, covering air emissions, waste management, and wastewater discharge. While in Hong Kong, our reduction in paper and electricity consumption exceeded the annual targets set by implementing green office initiatives. Following the deployment of natural gas-powered coffee bean roaster in our Dongguan plant, we will replace the afterburner with water scrubbers for coffee bean roaster in our Hong Kong plant to reduce air emission.

We strive to create lasting shared value for our communities with both financial and intangible contribution. As a regional tea and coffee solutions provider, we actively shared professional knowledge and skills on coffee brewing through the Coffee Academy and Public Coffee Bar in Dongguan in the reporting year. We endeavour to promote coffee culture in the communities where we operate. We continue our support to community partners through volunteering activities, donation and collaboration initiatives despite the prevailing pandemic. Coffee Academy was recognised as one of the “Top Ten Corporate Projects with Social Governance Enterprise Excellence in Dongguan”, which is one of the six categories in Dongguan City’s “Top Ten” brand establishing and selection campaign.

本集團深信業務的成功有賴於為員工提供一個和諧、富有滿足感及高效的工作環境。儘管經歷艱難的一年，我們並無裁員或削減員工薪酬。員工的健康及安全仍為我們的首要任務，尤其是在新型冠狀病毒爆發期間。我們重視員工福利，並希望透過具競爭力的薪酬及福利留用人才。我們繼續為員工提供一系列的培訓及發展機會。今年，我們成立了捷榮人才學院，提供人才管理和領導力發展課程，為員工提供業務發展知識。

我們堅守對環境可持續發展的承諾。本年度，我們繼續實現東莞廠房於廢氣排放、廢物管理及廢水排放的環境目標。在香港，我們透過實施綠色辦公室措施，在減少紙張及電力消耗方面皆超過我們的年度目標。隨著於東莞廠房配置以天然氣驅動的咖啡豆炒爐，我們將把香港廠房的咖啡豆炒爐後燃器更換成清水洗滌器，以減少廢氣排放。

我們通過慈善捐贈和無形的貢獻，致力為社區創造長遠的共同價值。作為一家地區性的咖啡及紅茶策劃服務供應商，於報告年度，我們透過東莞的公益咖啡學院及益企啡吧積極分享咖啡製作的專業知識及技能，致力在我們經營的社區推廣咖啡文化。疫情期間，我們繼續透過義工活動、捐款及合作計劃支持社區合作夥伴。公益咖啡學院在東莞市城鄉社區治理六個「十優」品牌創建評選活動中，上榜「東莞市十大優秀企業參與共治項目」。

Environmental, Social and Governance Report (continued)

環境、社會及管治報告(續)

Building a strategy on managing sustainability and strengthening stakeholder relationship has never been so important. By continuing to connect with our stakeholders and work together towards a shared goal, we are confident in overcoming the challenges ahead, enhancing our sustainability performance and creating long-term positive value for the environment and society.

Wong Tat Tong
Chairman

在營運策略中，加入可持續發展元素和加強持份者的關係變得更加重要。透過繼續與持份者保持聯繫，並為實現共同的目標而一起努力，我們有信心克服未來的挑戰，提升我們的可持續發展表現，為環境及社會創造長期的正面價值。

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

In the span of more than 85 years, TWG has developed to become an integrated B2B leader in providing coffee and black tea solutions in Hong Kong, Macau and Mainland China with a growing food product business. TWG delivers comprehensive coffee and tea solutions to commercial customers that covers 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 broaden to incorporate frozen processed food in Hong Kong in 2015. Towards the end of 2019, TWG has made a significant step into the business-to-customer (“B2C”) market and online-to-offline (“O2O”) market by establishing online sales platform. This strategic approach allows TWG to continuously keep up with the latest market trends in e-commerce and consumer preference.

TWG’s Vision

TWG aspires to become a “one-stop integrated food and beverage services provider”. Upholding this vision, the Group is dedicated to continuously seek for enhancement in our solution offering capability and the expansion of 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、澳門及中國內地超過85年，擁有不斷發展的食品業務，是業內領先的B2B綜合咖啡及紅茶餐飲策劃服務供應商。捷榮為商業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。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年在香港開拓急凍預製食品業務。於2019年年底，捷榮透過建立線上銷售平台，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。此策略方針有助捷榮持續緊貼最新的電子商務及消費者喜好的市場趨勢。

捷榮願景

捷榮矢志成為「一站式綜合餐飲服務供應商」。秉承此願景，本集團致力持續提升餐飲策劃能力及擴大餐飲業務。

Environmental, Social and Governance Report (continued)

環境、社會及管治報告(續)

TWG's Principles

TWG values on creating long-term value for our employees, shareholders and customers as they are key drivers to our boundless innovation and sustainable business growth. We adopt the following principles to prioritise the values and interests of our stakeholders:

捷榮理念

捷榮視我們的員工、股東及客戶為捷榮不斷創新及推動可持續業務發展的主要動力，因此捷榮致力與各持份者創造長遠價值。我們採納以下原則，優先考慮持份者的價值及利益：



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, bring 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



Aligned with our vision and principles, our core mission is to deliver a broad range of quality coffee and tea products and foster a culture of coffee and tea appreciation. We sustain the highest standard of taste for our customers through sourcing quality materials from multiple regions and continuously striving for 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 and Mainland China.

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。我們持續拓展業務以滿足不同商業客戶的需求。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。

Environmental, Social and Governance Report (continued)

環境、社會及管治報告(續)

APPROACH TO SUSTAINABILITY

Sustainability Governance

TWG is committed to maintaining effective sustainability governance and devoted to improving our business operation practices by integrating environmental, social and governance considerations. Our strong dedication to deliver safe and finest food and beverage products sustainably is supported by the collaborative contribution from our stakeholders, including but not limited to our employees, suppliers and community. In support of the Group's robust governance framework, comprehensive ESG guidelines, strategies and procedures are formulated by our board of directors ("the Board"). Overseeing the adoption of ESG policies in our business operation, the Board leads cross-departmental working groups to construct and implement feasible work plans on numerous ESG issues while continuously keeping track and evaluating our ESG performance.

TWG manages the ESG-related risks in our business operations through a well-established risk governance structure. The Board is responsible for the overall risk management through reviewing TWG's most apparent risks and establishing strategic approaches on risk mitigation. Comprising key managers and representatives from the Group's business units and relevant department heads, the Risk Management and Operation Control ("RMOC") team is responsible for the identification, review and monitoring of ESG risk factors. These ESG risk factors cover employee health and safety, product safety and quality, labour law compliance and climate-related risks. RMOC reports any identified and potential risks to Audit Committee of the Board. Striving to improve and refine our risk management process, annual reviews on the effectiveness of the risk management and internal control system are conducted by the Operation Control Department.

可持續發展方針

可持續發展管治

捷榮致力維持高效的可持續發展管治，並致力將環境、社會及管治考慮融入業務，以優化營運表現。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，我們一直以可持續的方式提供安全及優質的食品及飲料產品。為支持本集團建立穩健的管治框架，董事會成員（「董事會」）負責制定全面的環境、社會及管治指引、策略及程序。董事會監察環境、社會及管治政策於業務營運的實行情況，領導跨部門工作組就多項環境、社會及管治事宜制定及實施可行的工作計劃，同時持續追蹤及評估我們的環境、社會及管治表現。

捷榮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，以承擔整體的風險管理。由本集團業務單位的主要管理人員及代表以及相關部門主管組成的風險管理及營運管控小組則負責識別、檢視及監察環境、社會及管治的風險因素。此等風險因素涵蓋員工健康及安全、產品安全及質量、勞工法律合規及氣候相關風險。營運管控小組會向董事會的審核委員會報告任何已識別及潛在風險。為致力完善及加強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。

Environmental, Social and Governance Report (continued)

環境、社會及管治報告(續)

Anti-Corruption

TWG upholds high ethical standards along its business operations and value chain. The Group demonstrates zero tolerance to bribery, extortion, fraud and corruption practices. We have established a Whistleblowing Policy to enable employees to lodge complaints or report any forms of misconduct, suspicious activities or malpractice within the organisation, ensuring an uncorrupted business environment. To raise employees' awareness, we provide trainings and workshops on integrity, proper conduct, relevant anti-corruption laws and regulations. In Hong Kong, we arranged talks from Independent Commission Against Corruption for our employees to increase their awareness on integrity. All employees are required to strictly follow the code of conduct and it is mandatory for employees with exposure to corruption risks to sign an Anti-Corruption Commitment which clearly states 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.

反貪污

捷榮在其業務營運及價值鏈中堅守崇高的道德標準，對賄賂、勒索、欺詐及貪污行為採取零容忍態度。我們已制定舉報政策，讓員工可提出投訴或報告組織內任何形式的不當行為、可疑活動或舞弊行為，確保廉潔的營商環境。為提高員工的意識，我們提供有關誠信、正當行為、相關反貪污法律及法規的培訓及工作坊。在香港，我們為員工安排廉政公署的講座，提高員工的廉潔意識。所有員工均須嚴格遵守行為守則，且在職責上涉及貪污風險的員工必須簽署《反腐敗承諾書》，當中清楚列明有關防止賄賂、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

持份者參與



TWG engages with a wide range of stakeholders through continuous communications to better understand and respond to their concerns and expectations. Stakeholder participation helps the Group to make better-informed decisions and to shape our sustainability approach and future direction. Taking a proactive role, TWG engages dialogue with our employees, customers, investors, suppliers, business partners and non-governmental organisations (“NGOs”) through numerous formal and informal channels such as emails, press releases, meetings and site visits, etc. Apart from the Annual General Meeting, the Group also initiates online meetings with our investors and shareholders and shares with them our ESG performance in return for their feedback and concerns. This ensures that the Group can identify the issues with higher priority and develop corresponding policies.

捷榮與各方持份者進行持續溝通，以充分了解及回應持份者的關注及期望。持份者的參與有助本集團作出更明智的決策，並確立我們的可持續發展方針及未來方向。捷榮積極與員工、客戶、投資者、供應商、業務合作夥伴及非政府組織（「NGOs」）進行溝通，透過電郵、新聞稿、會議及實地考察等多種正式及非正式渠道進行對話。除股東週年大會外，本集團亦與投資者及股東進行線上會議，與他們分享我們的ESG表現，並了解他們的意見及關注。這確保本集團能夠更優先地識別問題並制定相應政策。

Environmental, Social and Governance Report (continued)

環境、社會及管治報告(續)

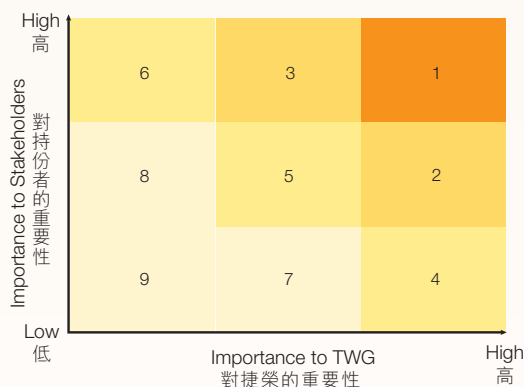
Materiality

Materiality is one of our reporting principles to identify ESG topics that are most relevant to our business and stakeholders. The top material topics are discussed in this Report according to this reporting principle. In the reporting year, we have engaged our external stakeholders, suppliers and business partners to evaluate the materiality on various sustainability topics and listen to their expectations on how such sustainability topics should be managed. Considering stakeholders' response and the executive discussions on the relevance in the industry's context, we have reviewed the materiality of 20 selected sustainability topics. 9 topics are prioritised as highly material as shown in the materiality matrix. This Report focuses on the discussion of TWG's management approach, policies and performance in relation to the highly material topics.

重要性評估

重要性是匯報原則之一，以識別對集團業務及持份者最為相關的環境、社會及管治議題。本報告會根據該報告原則，討論最重要的議題。於報告年度，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，並聆聽他們對如何管理此類可持續發展議題的期望。考慮到持份者的回應及管理層對議題與行業相關性的討論，我們已檢討這20個可持續發展的議題重要性。如重要性評估矩陣所示，當中9個議題被列為高度重要的議題。因此，本報告將集中討論捷榮對高度重要議題的相關管理方針、政策及表現。

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



- | | | |
|--|---|---|
| <p>1 Employee Health and Safety
員工健康與安全</p> <p>Labour Law Compliance
勞工法律合規性</p> <p>Product Safety and Quality
產品安全及質量</p> | <p>5 Diversity, Inclusion and Equal Opportunity
多元化、共融及平等機會</p> <p>Intellectual Property Rights
知識產權</p> <p>Consumer Product Information and Communications
商品說明及溝通</p> <p>Customer Data Privacy
客戶資料私隱</p> <p>Support Local Community Development
支持本地社區發展</p> <p>Mitigating Air Pollution
減緩空氣污染</p> <p>Saving Energy
節約能源</p> | <p>7 Reducing Water Usage Across Value Chain
減少價值鏈中的水資源使用</p> <p>Saving Water
節約用水</p> <p>Managing Wastewater Discharge
污水排放管理</p> |
| <p>2 Employee Benefits
員工福利</p> <p>Employee Training and Development
員工培訓及發展</p> <p>Customer Service and Communication
客戶服務與溝通</p> <p>Anti-Corruption
反貪污</p> | <p>3 Reducing Operational Waste
減少運營廢物</p> <p>Responsible Sourcing
負責任採購</p> | <p>8 Climate Risk Adaptation and Mitigation
減緩及適應氣候變化</p> |

Environmental, Social and Governance Report (continued)

環境、社會及管治報告(續)

OUR PRODUCTS

TWG puts strong emphasis on product quality. We are dedicated to developing diversified and innovative products to cater customers' needs. With the Integrated Management System ("IMS") Policy, we ensure that we deliver excellent and safe products to our customers by managing our supply chain and monitoring product quality consistently. We adhere to comply with 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 believe maintaining our products with high standards is the key of 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 9001:2015 Quality Management System, ISO 22000:2018 Food Safety Management Systems, HACCP and FSSC 22000 Version 5. In response to our customers' needs, we have also obtained the Halal Certificate for our coffee and tea products and the Rainforest Alliance Certification for our coffee products produced in Dongguan. Meanwhile, we are applying for the Rainforest Alliance Certification for coffee products produced in Hong Kong.

To ensure the quality of our products from procurement to sales, we have established a quality management system and product recall system, guiding the internal quality assurance procedures at every stage of our value chain. Guided by the Procurement Management Procedures ("PMP"), TWG conducts supplier assessment and takes into account the environmental and social performance of suppliers. We only select incoming raw materials of coffee and tea that have appropriate pre-shipment reports. We also conduct internal sensory inspection and benchmark test results against specific requirement of the government authorities. We believe that our stringent procurement practices help to guarantee that the standards of raw materials have met our expectations.

我們的產品

捷榮非常重視產品質量。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》。

優質產品

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。在香港及東莞廠房均已獲得ISO 9001:2015質量管理體系、ISO 22000:2018食品安全管理體系、危害分析及關鍵控制點(「HACCP」)及FSSC 22000第5版本。為了回應客戶的需求，我們已為咖啡及茶產品取得清真證書，並為於東莞生產的咖啡產品取得雨林聯盟認證。同時，我們正為於香港生產的咖啡產品申請雨林聯盟認證。

為確保產品從採購到銷售的過程中始終保持優良的質量，捷榮已透過建立質量管理體系及產品召回機制，從而制定適用於價值鏈各階段的《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。我們只會選擇獲得裝運前檢測報告的咖啡及茶葉原材料。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。

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

The PMP further guides the monitoring of food hygiene and safety standards. To control our products quality effectively, we have the Good Manufacturing Practice team in the product storage process to inspect our warehouses on a monthly basis to examine storage conditions, fire protection facilities, product quality, and handling the near expiry and expired products. This ensures that no products with unsatisfactory quality is sold for customer use. To further secure product quality and safety, we have adopted additional warehouse management measures to ensure hygiene of our warehouse operation. We have installed air ventilation system in our warehouse for better humidity control. The temperature and humidity of warehouse is monitored with a digital tracer.

TWG pays attention to the quality inspection, which we have a designated testing laboratory in the Dongguan plant to carry out inspection procedures. The laboratory is certified by China National Accreditation Service for Conformity Assessment and has complied with the international standard ISO/IEC 17025:2005 General Requirements for the Competence of Testing and Calibration Laboratories. The comprehensive inspections on raw materials, semi-finished products and final products are conducted by the Quality Assurance Department.

Meanwhile, TWG is placing more emphasis on food fraud by improving our raw material traceability. In the reporting period, TWG conducted a risk analysis regarding food fraud on tea and coffee and concluded a low risk level. While we have obtained the Rainforest Alliance Chain of Custody (“CoC”) Certification in Dongguan, all incoming Rainforest Alliance-certified coffee beans have a certification number to trace upon. With the plan to extend Rainforest Alliance Certification to product produced in Hong Kong, the traceability of our coffee product would further increase. This could further ensure the transparency of our raw material sourcing, lowering the risks of food fraud.

遵從《採購管理程序》進一步確保我們持續監督食品衛生及安全要求。為了有效控制產品質量，我們設有良好生產規範團隊。我們的團隊會每月在倉庫中進行檢查，以檢查儲存條件、防火設施、產品質量以及處理即將到期及已過期的產品，保障我們供應給客戶的產品質量。為進一步確保產品的質量及安全，我們採取額外的倉庫管理措施以確保倉庫運作衛生。我們於倉庫安裝了通風系統，以確保更好的濕度控制，亦透過數碼追蹤器對倉庫的溫度及濕度進行監控。

捷榮一向重視產品質量檢測，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測試及校正實驗所能力的通用規定。我們的品質保證部負責對原材料、半製成品及製成品進行全面檢查。

同時，捷榮亦強調對食品欺詐的關注，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物欺詐進行了風險分析，結論為低風險水平。在東莞取得雨林聯盟產銷監管鏈（「CoC」）認證後，所有獲得雨林聯盟認證的咖啡豆均有可追蹤的認證號碼。隨著我們為香港生產的產品申請雨林聯盟認證計劃的實施，我們的咖啡產品的可追溯性將會進一步提升，此舉將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。

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

In addition to quality assurance procedures, we have developed the Emergency and Product Recall Policy to handle non-conforming products after distribution. To facilitate coordination and implementation among departments in case of product recall, regular reviews and mock recalls are conducted. Guided by the Control of Non-conforming Product Procedure, we indicate, review, dispose of and document the products with food safety problems. Remedial plans and preventive actions will be put in place shortly after occurrence. Upon the occurrence of product recall event, the Food Safety Committee in Hong Kong and Crisis Management Committee in Dongguan will conduct assessments on products with food safety hazard and quality risk and further collect relevant distribution information. During the reporting year, we had not recalled any products sold or shipped due to health and safety reasons.

Product Diversity Development and Innovation

To meet the fast-changing market expectations and customer needs, we are dedicated to bringing a diverse range of innovative products. Following the Research and Development Policy established by the Group, we continue to invest in research and development, facilitating effective product development and innovation. Our Research and Development Committee which comprises of management executives, members of research and development, and department heads from each operational department is responsible for exploring potential business opportunities and developing innovation strategies. The Research and Development Division is responsible for developing brand new products with reference to the Design Procedure Guidelines.

除了品質保證程序外，我們亦制定了《危急事故及產品回收程序》，以處理分銷後不合格的產品。為促進各部門在產品回收時的協調及實施，我們定期檢討及演練回收程序進行檢討及演練。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會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需回收任何已出售或分發的產品。

產品多樣化發展及創新

為滿足快速變化的市場期望及客戶的需求，我們致力提供多元化的創新性產品。根據本集團制定的《研發政策》，我們持續投資於研發項目，推動產品開發及創新。我們的研發委員會由管理人員、研發人員及各部門的主管組成，負責發掘潛在商機及制定創新策略。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



Environmental, Social and Governance Report (continued)

環境、社會及管治報告(續)

Upholding the market-oriented strategy for product development, we have launched a series of low sugar instant products and clean label products for increasing number of customers who opt for a healthy lifestyle. Clean label products refer to food products made with more natural and less addictive ingredients. We minimise the artificial ingredients in products and keep the ingredients as natural, simple and familiar as possible. This year, we have newly launched clean labelled instant fruit tea, Keemunfoam milk tea and Oolong foam milk tea to provide customers with healthier options.

TWG is also aware of the increasing environmental and social considerations and expectations for our products. In addition to sourcing organic black tea and sustainable coffee bean with Rainforest Alliance Certification, the Group is ready to launch plant-based milk in our products to cater for the needs of vegan customers.

With the efforts of the Research and Development Team, other new products were also launched this year. For coffee products, we have started a Roasting Experiment Programme, targeting to adjust the procedures for coffee roasting step by step. For tea products, we collaborated with a well-known keychain store to launch DIY fruit tea products on their online and offline platforms.

We respect and endeavour to protect intellectual property rights through maintaining confidentiality of our product formulae and avoid disputes or prohibit infringement over the property of other parties.

Responsible Sourcing

Driven by the increasing sustainability expectations from our customers and the impacts of sustainability risks along the supply chain, TWG is increasingly incorporating environmental and social concerns in our supply chain management. We are aware of the social and environmental risks in our supply chain, especially the impacts of these risks on 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。今年，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。

捷榮亦意識到環境和社會考慮以及持份者對我們產品的期望日益增加。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，本集團已準備推出植物奶，以迎合素食客戶的需求。

在研發團隊的努力下，我們今年亦有推出其他新產品。咖啡產品方面，我們已開展「烘焙實驗計劃」，逐步調整咖啡烘焙的程序。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。

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。

責任採購

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納入我們的供應鏈管理中。我們意識到供應鏈中存在的社會和環境風險，以及其對原材料價格和產品質量的影響。

Environmental, Social and Governance Report (continued)

環境、社會及管治報告(續)

Procurement and Supplier Assessment Practices

Under the Vendor Management System, the Group selects suppliers through stringent supplier assessment and the evaluation of social and environmental performance with different parameters, including but not limited to waste management and labour practices. We also require our suppliers to showcase their commitment to operate sustainably and ethically by signing an Environmental Protection Agreement and Social Responsibility Statement. To further encourage our suppliers to adopt environmental and socially responsible practices, TWG prioritises suppliers who have adopted good practices and addressed environmental and social issues in their operations and who are certified with HACCP, ISO 14001 Environmental Management System and ISO 22000 Food Safety Management System. Our new and existing suppliers have to undergo the supplier assessment to ensure their operations and performance align with relevant policies and standards of TWG. For existing suppliers, we conduct annual performance assessment to review their operations regularly. For new suppliers, we undergo series of product quality and safety assessment which evaluates their food safety management systems and quality control processes. These practices can ensure compliance and continuous improvement of suppliers, as well as product quality and safety.

In addition to supplier assessments, on-site audits are carried out annually by our Quality Assurance and Procurement team for 30% of our suppliers annually to ensure the consistency of their performance and the safety and sustainability standards of suppliers are met. We also observe the working conditions of farmers and the agricultural practices they adopted. Affected by the pandemic, site audits were only conducted for sites in Mainland China while we switched to online evaluation for overseas suppliers.

For suppliers whose results were unsatisfactory in the annual review and/or on-site audits, TWG actively communicates with them to seek feasible solutions for improvement; otherwise, the partnership will be terminated.

採購及供應商評估工作

根據《供應商管理體系》，本集團透過嚴格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，以便挑選合適的供應商。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。為進一步鼓勵我們的供應商承擔環境及社會責任，捷榮會優先考慮在其營運中已採納對應環境及社會問題有良好實踐，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。我們的新供應商及現有供應商均須接受供應商評估，以確保其營運及表現符合捷榮的相關政策及標準。對於現有的供應商，我們會進行年度績效評估，以定期評估其營運模式。至於新供應商，我們會進行一系列的產品質量及安全評估，以評估其食品安全管理體系及質量控制流程是否符合我們的標準。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，以確保其表現能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，我們僅向位於中國內地的供應商進行實地審核，而海外供應商則轉為網上評估。

針對在年度評估及/或現場審核表現不理想的供應商，捷榮會積極與之溝通以尋求可行的改善方案。如無法改善，捷榮將會終止與供應商的關係。

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

This year, to ensure effective communication with our suppliers, we organised a supplier resources seminar with one of our raw material suppliers to discuss about the latest industry trends, collaboration opportunities, and research and development direction. Despite the pandemic, we maintained close communication with our suppliers through online meetings. We inform new suppliers about our sustainable practices and supply chain management such as on-site audit, supplier assessment and review.

本年度，為確保與供應商保持有效的溝通，我們與其中一間原材料供應商合作舉辦供應商資源交流會，以討論最新行業趨勢、合作機會及研發方向。疫情期間，我們繼續透過網上會議與供應商保持密切聯繫。同時，我們亦向新供應商說明捷榮的可持續發展實踐及供應鏈管理，如現場審核、供應商評估及審查的程序等。



A Supplier Resources Seminar was organised to engage our suppliers.
舉辦供應商資源交流會與供應商進行研討。

Supporting Sustainable Procurement

The Group has always been committed to sourcing sustainably. Our coffee bean suppliers are mainly renowned multi-national corporations, thus, they 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 prefer to source from suppliers that have obtained organic and sustainable certifications such as Rainforest Alliance Certification, UTZ, Fair Trade, etc. Products from certified farms enhance traceability throughout the supply chain to ensure our certified products are sourced from certified farms.

Being certified with the CoC Standard of Rainforest Alliance for our roasted coffee beans and ground coffee products produced in Dongguan plant in December 2019, we are now purchasing coffee beans from Rainforest Alliance Certified farms as a more sustainable option for our customers.

支持可持續採購

本集團一直致力於採取可持續採購措施。我們的咖啡豆供應商大部分為知名的跨國企業，因此他們已制定了可持續發展管理的慣例。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、UTZ、公平貿易認證等)的供應商採購。來自已認證農場的產品可提高整個供應鏈的可追溯性，確保我們的產品是採購自己認證的農場。

於2019年12月，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，我們現正向雨林聯盟認證的農場採購咖啡豆，為客戶提供一個更可持續性的選擇。

Environmental, Social and Governance Report (continued)

環境、社會及管治報告(續)

By enhancing our supply chain management, we are able to meet the requirements of the certification. For example, we have formulated a CoC management system and internal procedures to ensure the traceability of our certified products in the Dongguan plant. The required CoC management system includes planning, management procedures and monitoring of the responsible personnel and relevant documentation for certified products. We have implemented internal control procedures to identify and control all the processing steps and points where products from certified farms may enter and leave the system. Also, internal inspection procedures are in place to monitor the conformance to the certification standards.

The Rainforest Alliance Certification programme enhances the sustainable procurement practices along our supply chain. Farmers who joined the programme are required to practise the sustainable farming principles continuously, and to help with natural resources and biodiversity conservation, as well as improving their livelihoods and well-being. Our suppliers will provide training programmes to individual farmers, covering the topic of the correct usage of pesticides to support farmers to obtain the Rainforest Alliance Certification. We continue to communicate our expectations to our suppliers and collaborate with our partners for long-term sustainability.

Addressing Climate Change Risks in our Supply Chain

To mitigate the potential impact of climate-related risks on our business, we have identified the major risks in our supply chain. We recognise that coffee and tea crops are sensitive to the external environment, extreme weather such as drought, rainstorm, heat wave and extreme growing conditions including the spread of diseases and soil erosion that affect the growth of crops. These may lead to the drop of quality and supply of crops, affecting the price of raw materials. In light of this, a wide range of measures have been adopted to manage climate-related risks throughout our value chain to minimise the risks posed by climate change.

通過強化我們的供應鏈管理，我們達到了認證的要求。例如，我們已制定一套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。認證要求CoC管理系統包括規劃、管理程序及監察負責人員以及認證產品的相關文件。我們制定了內部控制程序以識別和控制來自已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。此外，我們已制定內部檢查程序，以監控認證標準的遵守情況。

雨林聯盟認證計劃有助於在供應鏈中推動可持續採購方式。參與該計劃的農民須持續實踐可持續農業原則，以幫助保護自然資源及生物多樣性，以及改善其生活及福祉。我們的供應商將向個別農民提供培訓計劃，內容涵蓋正確使用農藥等主題，以支持農民獲得雨林聯盟認證。我們會持續向供應商表達我們的期望，並與合作夥伴一同實現長遠的可持續發展計劃。

應對供應鏈中的氣候變化風險

為緩和氣候相關風險對我們業務造成的潛在影響，我們已識別出供應鏈中存在的主要風險。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，以致影響原材料的價格。有見及此，我們透過在價值鏈實施廣泛措施，以管理及盡量減少因氣候變化帶來的風險。

Environmental, Social and Governance Report (continued)

環境、社會及管治報告(續)

First, we conduct desktop review and research to further understand the severity of the risks posed on the crops in the following year. Also, we obtain annual reports from our suppliers and institutions such as Agricultural Society of USA to forecast the climate conditions of a specific area and analyse how coffee and tea crops could possibly 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 decision along the supply chain.

Furthermore, to enhance product supply stability, we purchase from a diverse pool of suppliers for our coffee and tea products to avoid over-dependent on a single supplier from a specific area. Through the collaborative efforts of our Research and Development, Quality Assurance and Procurement team, 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. With these measures, we have built adaptive and resilience capacity of our business and product supply by reducing the risks caused by climate change at the existing coffee and tea growing grounds.

Communication with Customers

Customer Feedback

We value our customers satisfaction on our products and work hard to respond to customers' comments. We seek to enhance customers' experience by listening to our customers' expectation through various engagement channels, such as regular customer satisfaction survey and effective complaint mechanisms. We strive to identify areas for improvement and establish corrective action plans with the establishment of the Quality and Complaint Monitoring Team in Hong Kong and Product Quality Complaint Committee in Mainland China, which are responsible for reviewing the results of customer satisfaction surveys. Besides, the roles and responsibilities of different teams of employees are guided by the Customer Complaint Handling Procedure Implementation to ensure that they can carry out clear procedures when receiving customer complaints. All complaints will be documented and will be reported depending on the nature. Relevant departments are assigned to investigate and further identify and implement mitigation measures. Under the complaint handling procedure, we ensure that complaints can be responded to customers on a timely basis.

首先，我們會進行資料研究，以進一步了解來年氣候風險對農作物構成的嚴重性。此外，我們會從供應商及不同機構(例如美國農業協會)獲取年度報告，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遠將會受到的影響。這些措施有助我們更深入明白潛在的氣候風險，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，我們從多樣化的供應商採購咖啡及茶產品，以避免過度依賴特定地區的單一供應商。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，並已製定了一份受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。藉著這些措施，我們降低了在咖啡及茶種植地因氣候變化帶來的風險，亦建立了我們業務及產品供應的適應能力及應變能力。

客戶溝通

客戶反饋

我們十分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，包括進行定期客戶滿意度調查及遵循有效的投訴機制來聆聽客戶的意見，以提升客戶體驗。我們致力識別需要改善的地方並制定糾正方案。我們在香港設立了品質及投訴監察小組，並在中國內地設立了產品品質投訴處理委員會，以負責檢討客戶滿意度調查結果。此外，我們的《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，以保證在接獲客戶投訴時能清晰地執行相關程序。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，並根據投訴處理程序確保我們能及時回應客戶的投訴。

Environmental, Social and Governance Report (continued)

環境、社會及管治報告(續)

Consumer Product Information and Communication

As one of the major tea and coffee solutions providers in the region, we are aware of the importance to convey comprehensive and unbiased information about our products to the public. We highly appreciate an obligation to provide our customers with useful and accurate information regarding our products. Our product labelling and advertisement abides by 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 misleading statement of information about our product ingredients, nutrition values and raw material origins is prohibited.

Customer Data Privacy

The Group places great emphasis on the protection of customers’ privacy and ensures that customers’ rights can be strictly protected in accordance with relevant data privacy laws and regulations. To illustrate our determination, TWG has established various policies to ensure sensitive customer information is handled properly. The Sales and Marketing Management Policy states the 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 addition, 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. In the reporting year, there were no cases of non-compliance in relation to advertisement and labelling of product nor customer data privacy.

客戶產品說明及溝通

作為地區主要的茶葉及咖啡餐飲策劃服務供應商之一，我們明白向公眾傳達全面及中肯的產品資料的重要性。我們高度重視為客戶提供有關產品的重要及準確資訊的責任。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。我們禁止任何有關產品成份、營養價值及原材料來源資料的誤導性陳述。

客戶資訊私隱

本集團高度重視保護客戶私隱，並已根據相關法律及法規確保客戶的權利受到嚴格保護。為了展示我們的決心，捷榮已制定多項政策以確保妥善處理敏感的客戶資料。在《銷售及市場管理政策》中，我們列明了收集及處理客戶資料的準則及程序。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不合規事件發生。

Environmental, Social and Governance Report (continued)

環境、社會及管治報告(續)

OUR EMPLOYEES

Our employees play a significant role in providing quality products and services that meet our customers' expectations. TWG seeks to be an employer of choice and is committed to providing a harmonious, rewarding and productive workplace, with competitive remuneration and opportunities for employees' personal and professional growth. Our operations are all in accordance with the 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.

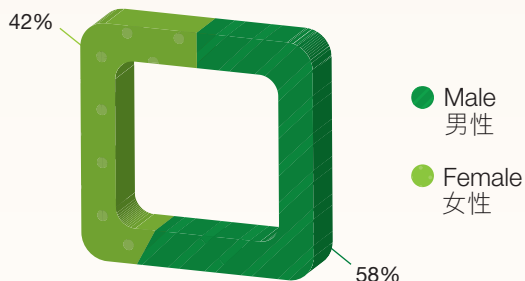
At the end of our reporting year, we had 467 employees in total, including 227 in Hong Kong, 171 in Dongguan, and 69 in other supporting offices in Mainland China. The workforce distribution is illustrated as below:

我們的員工

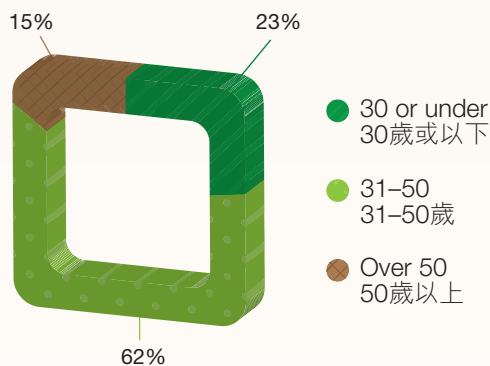
我們的員工在提供符合客戶期望的優質產品及服務中擔任重要的角色。捷榮致力成為卓越的僱主，旨在提供和諧、獎勵性及高效的工作環境，並為僱員提供具競爭力的薪酬和個人及事業發展的機會。我們的營運均符合相關勞工法律及法規，如香港《僱傭條例》(第57章)及《中華人民共和國勞動合同法》。

於報告年底，我們共有467名僱員，包括香港有227名、東莞有171名及中國內地其他地區有69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



Environmental, Social and Governance Report (continued)

環境、社會及管治報告(續)

Health, Safety and Wellbeing

Occupational Health and Safety

We highly prioritise employees' health and safety and have implemented a wide range of occupational health and safety management initiatives, in compliance with the Occupational Health and Safety Ordinance (Cap. 509) of Hong Kong, 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 procedures are well implemented accordingly. In order to enhance the integration of health and safety management approach across the Group, our committee comprises management executives, safety officers as well as an environmental health and safety team of each business unit. In response to the outbreak of COVID-19, epidemic prevention measures are also included in our regular safety management approach.

Adhering to our safety management principle to cover "all members, all procedures and all locations at all time", TWG is committed to avoiding occupational fatalities, injuries and incidents. The Dongguan plant has established annual targets to have zero significant injury case and to limit minor injury to not more than one per year. As such, TWG organises on-boarding training and regular trainings on health and safety for all our employees to maintain a high-level awareness of occupational health and safety issues among our employees. Body checks are provided for our employees regularly. Meanwhile, to better prepare our employees in cases of emergency, trainings on fire safety and first aid are provided. Fire drills are also conducted frequently.

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。為進一步整合本集團中各營運單位的健康及安全管理方針，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環境健康及安全團隊組成。此外，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，決心杜絕員工因工傷亡、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。捷榮為全體員工進行入職培訓及定期健康及安全培訓，以保持員工對職業健康及安全的高度意識。我們會定期為員工提供體檢。同時，為了使員工在緊急情況下做好準備，我們會提供關於消防安全及急救的培訓。此外，我們亦會經常進行防火演習。

Environmental, Social and Governance Report (continued)

環境、社會及管治報告(續)

During the reporting year, Dongguan plant has further included the assessment of the impact of the high voltage power facilities on the employee dormitory next to it in the annual occupation health and safety assessment. In Hong Kong, we provided reminder alert and notification to enhance employee's safety mindset. We also offered manual forklifting training and protective equipment training to avoid injuries due to improper handling. With the joint efforts of our employees, the employee compensation case due to injury for logistics team had reduced by nearly 50% compared with last year. In the reporting year, there were no injuries recorded in Dongguan plant and there was a significant decrease in the lost days due to work injury in Hong Kong.

Employee Well-being

TWG treats each employee with care and respect. Recreational activities were organized for our employees' mental and physical well-being. The TW Club is an informal committee formed by employees among different departments to organise a variety of relaxation activities for our TWG family. Due to social distancing restrictions, no physical gatherings could be arranged during the reporting year. Nevertheless, we have made special arrangements to ensure our employees can still enjoy celebration with the company this year. The Staff Lucky Draw was organised for all employees in Hong Kong to participate as an alternative to the 2020 annual dinner. Meanwhile, during Mid-Autumn Festival, we held our usual "Guessing Lantern Riddles" event through an online platform in Hong Kong for employees to participate. Besides, to foster a motivating workplace for our employees to thrive in their career aspirations, we present long service and outstanding performance award annually to our employees in Hong Kong to honour their contributions and commitment to the TWG family.

於報告年度，東莞廠房將高壓電力設施對鄰近員工宿舍的影響納入年度職業健康及安全評估項目之一。在香港，我們會發出提示及通知以提升僱員的安全意識。我們亦提供搬運及防護設備安全常識培訓，以避免因不當姿勢而受傷的事故發生。在員工的共同努力下，物流團隊的工傷個案較去年減少近50%。於報告年度，東莞廠房亦並無錄得工傷案件，而在香港因工傷而損失的工作日數也大幅減少。

員工身心安康

捷榮時刻關懷及尊重每一位員工。我們會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，讓員工與公司同享節慶日子的氣氛。本集團為所有香港員工舉辦「員工幸運抽獎」，作為替代2020年週年晚宴的活動。在中秋節期間，我們利用網上平台取代傳統的「猜燈謎」活動供香港的員工參與。此外，為鼓勵員工在事業上茁壯成長，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。

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

Adhering to our values in creating a people-oriented workplace and prioritising our employees' health, TWG has been continuously promoting healthy lifestyles among our employees. Since 2019, Dongguan plant has been awarded the Healthy Workplace Corporate certificate by Health Commission of Guangdong Province for taking initiatives in improving employees' physical and mental health. In our Dongguan plant, a dedicated taskforce is set up to monitor and evaluate the implementation of healthy workplace initiatives. We provide facilities or sponsor recreational activities such as exercising at fitness centres and playing badminton etc. to encourage our employees to exercise regularly so as to stay physically fit. Sport teams are also established to promote exercise during off-work time. To further educate our employees on health-related issues and to enhance their awareness on mental well-being, we organise seminars on topics such as occupational safety and health, nutrition, psychology etc. We also provide psychological consulting service for our employees.

In response to the COVID-19 outbreak, TWG took immediate action and adopted various preventive measures to ensure the health of our employees. To safeguard a safe and hygienic working environment, we shared health advice and guidelines among our employees to raise the awareness in maintaining good personal hygiene, such as requiring all employees to wear a face mask and take temperature when entering the workplace. In order to limit face-to-face encounters between employees, we deliver trainings online when possible, and have adopted a remote and flexible working arrangement. In addition, the Group has increased the frequency of sanitising our working facilities and the ventilation system since the beginning of the COVID-19 outbreak. We have also established specific plans for immediate actions when there is confirmed or suspected case in the Group. For example, we have taken the initiative to follow the practice of the Department of Health to notify all close contacts of the patient to take the COVID-19 test. All departments will be notified immediately regarding any confirmed or suspected case through our internal communication channels to maintain high alert to the COVID-19 situation within the Group.

捷榮持續向我們的員工推廣健康生活模式，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。為鼓勵員工經常運動和保持健康，我們提供設施或贊助員工租用場地進行健身或羽毛球活動等。我們亦成立了不同的運動隊伍以向員工推廣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，心理等。同時，我們亦為員工提供心理諮詢服務。

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。為確保我們有一個安全及衛生的工作環境，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。為限制員工之間面對面的接觸，我們盡量以線上形式進行培訓，並採用遠距離及彈性的工作安排。此外，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，於本集團出現確診個或懷疑個案時立即採取行動。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。

Environmental, Social and Governance Report (continued)

環境、社會及管治報告(續)

Employee Benefits

Remuneration and Benefits

Under our welfare policies, competitive remuneration and other benefits are provided to our employees in line 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 benefit and insurance to our employees. Meanwhile, for employees in Dongguan plant, we provide additional housing or dormitory benefit. Employees with outstanding performance are awarded on a quarterly basis.

Under the difficult time during the outbreak of COVID-19, we did not lay off any our employees nor cut their pay, even for those having difficulties to maintain the normal work schedule and attendance.

Diversity and Equal Opportunity

We emphasise on creating a collaborative working environment through promoting the importance of diversity and equal opportunities. Anti-discrimination and harassment policies are clearly stated in our Staff Handbook 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 equal opportunities among all employees and all forms of discrimination against race, religion, age, nationality, social status, sexual orientation, gender identity, political preference and disability are prohibited. The Whistle Blower Policy is in place to encourage our employees to voice out any mistreatment encountered at work and to report on any misconduct observed to the senior management. For any incident reported, the Group further coordinates an open investigation and an investigation report will be issued in response to the issue raised. To foster an inclusive and equal working environment, we aim to strengthen our employees' awareness and understanding of behavioural misconducts in workplace through providing onboarding training for related topics. In the reporting year, there were no cases of non-compliant behaviour regarding discrimination and harassment.

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。我們為員工提供交通及膳食、醫療福利及保險等開支的加班補貼。同時，我們為東莞廠房的員工提供額外房屋或宿舍福利。表現突出的員工會按季度獲得獎勵。

面對新型冠狀病毒爆發期間的困難時刻，我們並沒有裁員或因員工無法維持正常工作時間或在考勤方面遇到困難而削減其薪酬。

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。我們以參考香港的反歧視條例(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》)而制定反歧視及騷擾政策，並於員工手冊中清楚列明。這些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或經歷到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，並發出調查報告來回應被提出的問題。為營造一個包容及平等的工作環境，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行為不當行為的關注及認知。於報告年度，我們沒有任何有關歧視及騷擾的違規行為個案。

Environmental, Social and Governance Report (continued)

環境、社會及管治報告(續)

Human and Labour Rights

TWG is devoted to upholding human and labour rights throughout our business operations. Policies are in place to forbid any use of forced labour and child labour. All form of non-voluntary employment, or employment with any form of threat, violence and slavery action are strictly prohibited. We ensure our employees' right to the access of basic needs and self-management. Internal guidelines have been developed with reference to local regulations to handle cases of child labour in our Dongguan plant. During the reporting year, no cases of human and labour rights violation were identified.

Employee Training and Development

Training Opportunities

We believe a proficient and committed workforce is important to TWG's long-term business growth. Hence, we highly prioritise our employees' learning and development to support them in maximising their professional potential. Guided by our Training Policies, we focused our training and development programmes on four main areas, including Talent Development, Cultural Transformation, Competency Enhancement, and Professional Development. We provide various internal and external training opportunities to equip our employees with knowledge and skills to keep pace with our operational needs and the business environment. Orientation programmes are provided to our new employees to ensure a smooth onboarding process. The Group's background, structure, working environment, general policies, occupational health and safety will be introduced. Specific training on duties will also be provided to our new employees.

The Group also offered on-the-job training to our employees regularly that suits the specific needs of their duties and qualification requirements, which cover topics such as food safety, quality control, environmental protection and legal regulations. For instance, our procurement team received training on the Rainforest Alliance to familiarise with the current certification practices. For employees in the production department, regular trainings are provided to keep them well informed of the latest hygiene and safety standards, good manufacturing practices and production requirements.

人權及勞工權利

捷榮致力在營運中維護人權及勞工權利。本集團已制定政策禁止使用任何強制勞工及童工。我們嚴禁一切形式的非自願就業或任何形式的威脅、暴力及奴役行為的就業。我們確保員工有獲得基本需要及自我管理的權利。東莞廠房已根據當地法規制定內部準則，以處理任何童工案件。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。

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集中於四個主要範疇，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其背景、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、環境保護及法律規定等主題。例如，我們的採購團隊會接受有關雨林聯盟的培訓，以熟悉現有認證慣例。對於生產部門的員工而言，我們向員工提供關於最新的衛生及安全標準、良好生產規範及生產要求的定期培訓讓他們知悉。

Environmental, Social and Governance Report (continued)

環境、社會及管治報告(續)

Moreover, we organised a series of corporate trainings to enhance the management capabilities of our management team. Topics such as food safety management, environmental management and human resources management are covered in these trainings. Besides, to further facilitate our employees to develop their professional knowledge and skills, we provide subsidies to our employees to enrol in external professional training upon request.

To further allow our employees to discover their capabilities and career aspirations, the Group has added a series of self-reflection trainings for all employees in Hong Kong. The trainings allow employees to discover their own personalities and strengths in depth, hence, to facilitate their self-reflections on seeking improvements and continuous growth. With the support and active participation from our employees, we are able to help our employees move forward with their career and personal development and to grow together with TWG. In addition, the TWG Talent Academy for Employee Talent Management and Leadership Development was launched in the reporting year. This brand-new training programme provided professional development training to all employees in Hong Kong. This programme is a mandatory training to strengthen our employees' knowledge to align with our business development.

The Group continuously reassess the training approach to increasingly accommodate the needs of our employees. A competency matrix was developed based on the company's direction and the feedback collected from our employees to develop a more standardised and clear training approach. The competency matrix further outlines different knowledge, skills and manner training required depending on the employees' department and rank.

Career Progression

TWG strives to provide a wide variety of learning opportunities to equip our employees for their continuous career development. Through adopting the internal promotion system, we ensure that there are adequate opportunities for our employees to progress in the Group. An appraisal system has been formulated based on the employee's performance, ability, qualification and experience. It allows our employees to discover their different potentials, and a cross-departmental transfer procedure is in place to facilitate our employees to fully discover their potentials and talents.

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。此外，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。

為了讓我們的員工進一步發掘自己的能力及對事業的抱負，本集團為香港全體員工增設了一系列自我反思培訓。培訓計劃讓員工更深入了解自己的個性及優勢，從而幫助員工從自我反思中尋求改善及持續進步的地方。在員工的支持及積極參與下，我們幫助他們在事業及個人發展方面向前邁進，與捷榮共同成長。此外，捷榮人才學院亦於本報告年內推出人才管理及領導力發展課程，為香港全體員工提供員工專業發展培訓。為了加強員工的知識，以配合我們的業務發展，所有員工必須參與這項計劃。

本集團不斷檢討我們的培訓方式，以滿足員工不同的需求。我們根據公司的發展方向及員工的意見制定了一個能力矩陣，以建立一個更標準及清晰的培訓方式。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

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，讓我們的員工發掘他們不同的潛力及才能。

Environmental, Social and Governance Report (continued)

環境、社會及管治報告(續)

OUR ENVIRONMENT

TWG is committed to minimising environmental impacts through more sustainable operations. Outlined in the IMS policy, our long-term sustainability commitment guides the environmental management system and standards across our business operations. Both our Hong Kong and Dongguan operations are certified with ISO 14001 Environmental Management System. The Group strictly follows its guidelines and management procedures established for air emission, noise control, sewage discharge and waste handling with compliance with applicable environmental laws and regulations. Meanwhile, we appointed a third party to audit our air emission, water discharge, fume and noise levels. There were no issues of non-compliance noted regarding the environmental laws and regulations in Hong Kong and Mainland China.

The Group endeavours to continuously strive for improvements in our environmental performance. In our Dongguan plant, the setting of numerous quantitative and qualitative targets helped the Group to develop environmental initiatives accordingly and at the same time, act as benchmarks for monitoring our environmental progress. We review our performance annually to ensure that the results align with our targets set for ESG excellence. In 2020, we are pleased to have met all our environmental targets in our Dongguan plant.

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。綜合管理體系政策中概述了我們對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營運地點均已通過ISO 14001環境管理體系認證。本集團嚴格遵從已制定的指引和管理計劃來管理我們的廢氣排放、噪音控制、污水排放及廢物處理，以確保遵守相關的環境法律及法規。同時，我們聘請第三方來審核我們的廢氣排放、排水、油煙及噪音水平，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。

本集團致力持續改善我們在環境方面的表現。在東莞廠房，我們設立了多個定量及定性目標，不僅有助集團制定相應的環保措施，同時還可以為監督我們環境表現進展提供一個的基準。我們每年定期檢討集團的表現，以確保與我們就ESG所設定的目標一致。於2020年，我們達成了東莞廠房的所有環境目標。

No. 編號	Environmental Target 環境目標	Environmental Performance Indicator 環境績效指標
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	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)
3	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)

Environmental, Social and Governance Report (continued)

環境、社會及管治報告(續)

No. 編號	Environmental Target 環境目標	Environmental Performance Indicator 環境績效指標
4	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《空氣污染物排放限值》(DB44/27-2001)
5	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》(GB184383-2001)
6	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 widely adopted to encourage employees' environmental conscious behaviours in the workplace. To further increase their awareness on environment management, the Group provides internal training on ISO14001, Rainforest Alliance audit and internal and external assessments.

Energy Consumption and Air Emission

TWG is striving to enhance energy management and further reduce energy consumption throughout our operations. To ensure the effectiveness of the Group's energy conservation measures, electricity consumption in our Dongguan plant was monitored closely with an average monthly consumption of 0.32kWh per unit product.

Regarding the improvements in energy efficiency, several green initiatives were implemented in our office buildings. We have been progressively replacing lighting provisions with LED lighting and the coverage of LED lights in Hong Kong office reached 44%. T5 lamps were also installed in Hong Kong plant, contributing to 34% of all lightings and an estimation of 5% of electricity saved. Installing a total of 122 LED lamps this year, Dongguan office has successfully met the target of replacing all fluorescent lamps.

我們廣泛採納綠色辦公室措施，以鼓勵員工在工作場所實踐環保行為。為進一步提高員工對環境管理的認知，集團提供了相關內部培訓，包括ISO14001、雨林聯盟審核以及內部和外部評估。

能源消耗及廢氣排放

捷榮致力提升能源管理及進一步減少營運過程中的能源消耗。為確保本集團節能措施的成效，我們密切監測東莞廠房的用電量，本年度的平均每月每單位產品消耗為0.32千瓦時。

在提高能源效益方面，我們在辦公大樓推行多項環保措施。我們正逐步以LED照明系統取代原有的照明系統，香港辦公室的LED燈使用覆蓋率達44%。香港廠房亦安裝了T5 LED光管，佔所有照明系統的34%，估計節省5%電力。本年度，東莞辦公室共安裝了122個LED燈，已成功實現了更換所有熒光燈的目標。

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

On the fuel consumption side, the newly installed natural gas pipeline in our Dongguan plant replaces the use of liquefied petroleum gas for fuelling operations of coffee roaster and it is expected to consume less energy. In Hong Kong, we have planned to renovate the facilities in the plant in 2021 for replacing the afterburner of coffee bean roaster to water scrubber to improve the energy efficiency and reduce air emissions. We also devoted immense efforts on consuming less diesel through the delivery of our goods. Our Logistics Department plans the shortest routes of delivery to our customers according to geographical locations by reviewing and grouping routes of delivery regularly to reduce the consumption of diesels.

By implementing these policies, the total energy consumption of TWG has decreased by 5.7% when compared to 2019. Through our dedication on improving energy efficiency, our business operations have emitted a total of 2,347 tonnes of carbon dioxide equivalent (CO₂e) greenhouse gas, which is 6.6% less than last year's emission.

Recognising the importance of alleviating air pollution, TWG actively initiates changes in major sources of the Group's emission — manufacturing process and transportation. Our proposed implementation of water scrubbers in the coffee roasting process in 2021 aims to remove organic particulates and odour from the flue gas, further reducing air emissions. In Dongguan plant, we apply advanced filtering technology to prevent the emission of particulate matter during the production of instant beverage products.

Furthermore, the Group has adopted Euro 5 diesel vehicles for logistics, significantly decreasing the air pollutant emissions.

在燃料消耗方面，東莞廠房新安裝了天然氣管道，取代使用液化石油氣作為咖啡烘烤爐的燃料，預計將減少能源消耗。在香港，我們計劃於2021年翻新廠房的設施，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。我們物流部亦致力根據地理位置透過規劃最短的配送路線以減少柴油消耗。

透過這些政策的實施，捷榮的總能源消耗較2019年減少5.7%。通過我們提升能源效益的決心，我們的業務營運的溫室氣體排放量為2,347噸二氧化碳當量(CO₂e)，較去年減少6.6%。

意識到減低空氣污染的重要性，捷榮積極改善本集團主要空氣污染物來源 — 生產線及物流活動。我們擬於2021年在咖啡烘焙過程中採用水洗滌器，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，我們採用了先進的過濾技術，以防止在生產速溶飲料產品時產生的顆粒物排放。

此外，本集團已採用歐盟五期柴油車輛進行物流活動，大幅減少空氣污染物的排放。

Environmental, Social and Governance Report (continued)

環境、社會及管治報告(續)

Waste Management

TWG understands our role in reducing waste generation through incorporating industry best practice in our waste management procedures. Our general waste, recyclable and hazardous waste generated from manufacturing plants and offices are handled separately with the amount of waste generated being closely monitored. In order to promote recycling, designated areas are provided to collect and store recyclable raw materials packaging such as burlap, metal, plastic and paper cardboard, followed by regular collection of these materials by registered recycling companies. Hazardous waste such as fluorescent tubes, laboratory organic solvent, wasted barrel for chemical or organic solvent and waste machine oil are stored separately from other general wastes in designated areas with compliance to local regulations. These materials are further collected and recycled by licensed service providers, carrying out safe and proper disposal. During the reporting year, the Group achieved 100% recycling rate of hazardous waste in our Dongguan plant.

In the reporting year, our wastewater discharge was verified by a third-party with compliance to discharge-related laws and regulations. We believe that introducing advanced technology into our manufacturing process can reduce wastewater production, thus, we installed air compressors which filter impurities and oil from wastewater, producing cleaner water for discharge.

We believe that reducing waste generation starts from small steps and it is essential to cultivate employees' reusing and recycling habits. Recycling bins are provided in office areas and recyclables are collected and returned to suppliers for reuse or further handling. Stationery can also be reused by placing them in the common area for public use in office. To encourage green waste management practices, we implemented numerous campaigns. For instance, the Office Olympics implemented in 2020 emphasises minimal stationery consumption and printer usage. Departmental stationery order control was also implemented to reduce order of new stationery. Furthermore, we organised coffee grounds cloth-painting upcycling workshops with RMHC child and parents in Hong Kong.

廢棄物管理

捷榮通過將行業最佳實踐納入我們的廢物管理程序，以減少廢物產生。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，並密切監控所產生的廢棄物數量。為促進回收利用，我們在指定區域收集及儲存可回收的原材料包裝，如膠紙、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)，我們根據當地法規提供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。於本報告年度，本集團在東莞廠房的危險廢棄物回收率達100%。

於報告年度，我們的廢水排放已由第三方核實，符合相關排放法律及法規。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，從而達到排放較清潔的水的目的。

我們相信減少廢棄物產生始於小步，因此培養員工的重用及回收的習慣至關重要。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。文具亦可放置於辦公室公共區域供大家循環使用。為鼓勵綠色廢物管理實踐，我們推行多項活動。例如，於2020年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，以減少新文具訂購。此外，我們於香港與RMHC的兒童和家長舉辦咖啡渣布衣升級再造工作坊。

Environmental, Social and Governance Report (continued)

環境、社會及管治報告(續)

Resource Consumption

The Group recognises the inherent scarcity of resources on earth and obliges to minimise resource consumption through efficient resource management.

Water consumption

We continuously monitor our water consumption in different operation units to understand our water consumption patterns. In Dongguan plant, we use ultraviolet light instead of water to sanitise common areas and use ozone to clean air-conditioner duct, reducing water consumption on cleaning. Through the adoption of these measures and the water saving awareness of our employees in our operation, we successfully reduced our water consumption to 0.58kg per kilogram of products on monthly average.

Paper consumption

We are committed to reducing paper consumption in our office operations by setting a 2% year-on-year annual paper consumption reduction target in Hong Kong. To achieve the reduction targets, we have introduced an office automation (“OA”) system as e-platform for handling documentation of daily operation to reduce the printing of hard copies. The OA system also helps streamline the operation and lower human error, hence reduce duplicated and unnecessary hard copies. To further promote paper saving, we closely monitor the paper consumption of each department on a monthly basis and actively share paper reduction tips and methods with employees through regular email reminders and posters. Our continuous effort has resulted in an overall 5% decrease in paper consumption, far exceed our expectation.

資源消耗

本集團深知地球固有資源的稀缺性，並且有義務通過有效的資源管理盡量減少資源消耗。

耗水量

我們透過持續監控不同營運單位的耗水量了解本集團的用水模式。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，從而減少清潔用水量。透過採用這些措施及提升員工的節水意識，我們成功將每月每千克產品的平均耗水量減少至0.58千克。

紙張消耗

我們透過設定香港每年減少2%紙張消耗的目標，致力降低辦公室營運所需的紙張消耗。為實現減排目標，我們已引入辦公室自動化系統來處理日常營運文件，通過該電子平台以減少紙本印刷。辦公室自動化系統亦有助簡化操作及減少人為錯誤，從而減少重複及不必要的印刷文件。為進一步推廣節約用紙，我們每月密切監控各部門的用紙情況，並透過定期電郵提示及海報積極與員工分享減少用紙的貼士及方法。我們的持續努力令整體紙張消耗量減少了5%，遠超預期的目標。

Environmental, Social and Governance Report (continued)

環境、社會及管治報告(續)

Product Packaging

We understand the environmental consequences brought by the single-use nature of our products packaging, therefore, we put persisting efforts on seeking for alternatives for packaging materials and designs that reduce waste generation. We have already adopted environmentally friendly ink and glue for aluminium film printing for products produced in Dongguan. We are continuously investing on safe and biodegradable materials for filter of tea and coffee and thread of tea bags that will not affect the quality of our products.

Coffee and Tea's Impact to the Environment

As a provider of coffee and tea solutions, we recognise the relationship between environment and cultivation of coffee and tea. Land alteration for cultivating coffee and tea can lead to potential loss of biodiversity while applying agrochemicals and pesticides can cause land contamination. Although this environmental obstacle will not immediately impact our business operations, we understand our responsibility to reduce these indirect environmental influences by adopting sustainable practices in managing our suppliers. More details of sustainable practices are included in the "Supporting Sustainable Procurement" section of this report.

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，我們不斷努力尋找針對包裝材料和設計的替代方案，以減少廢物產生。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。在不影響產品質量的前提下，我們也不斷投資安全及可生物降解材料，以用於茶和咖啡過濾及茶包線的的研發。

咖啡及茶對環境的影響

作為一家咖啡及紅茶餐飲策劃服務供應商，我們意識到咖啡及茶葉種植對環境的影響。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，種植過程使用的農藥及殺蟲劑可能會導致土地污染。儘管這些環境挑戰不會即時影響我們的業務營運，我們明白在管理供應商時我們有責任通過納入採取可持續措施，以減少這些間接環境影響。更多可持續實踐的詳情請參考本報告「支持可持續採購」章節。

Environmental, Social and Governance Report (continued)

環境、社會及管治報告(續)

OUR COMMUNITY

To give back to our community, we actively engage our employees to participate in community services, invest resources and form partnerships with different environmental and community organisations to serve the diverse needs of stakeholders. To engage with local communities, we continue to cooperate with Hengli Social Governance Collaborative Innovation Centre, a governmental organisation on our Coffee Academy for the Community (the “Academy”) programme. In 2020, the Group contributed 466 community service hours and donated HK\$567,000.

Promotion of Coffee Culture

Apart from the TWG Coffee Connoisseurs Academy and internal trainings for our employees on coffee products, we have established the Coffee Academy for the Community in Dongguan to equip individuals with professional coffee making skills, and allow interested parties to kickstart their coffee-learning journey and engage in advanced trainings.

我們的社區

為了回饋社會，我們積極鼓勵員工參與社區服務，投入資源，並與不同環境和社區機構組織合作來服務不同需要的持份者。為了連繫社區，我們繼續與一個政府機構－橫瀝社會治理協同創新中心合辦公益咖啡學院(「學院」)計劃。於2020年，集團共貢獻了466個社區服務時數和捐贈了567,000港元。

推廣咖啡文化

除了捷榮品味咖啡學院以及為員工提供咖啡產品內部培訓，我們亦在東莞成立了公益咖啡學院，為員工提供專業的咖啡製作技巧，讓有興趣的人士可開啟他們學習咖啡的旅程，並參與進階培訓。



Case Study 案例

Creating Shared Value through Dongguan's Coffee Academy for the Community 通過東莞公益咖啡學院創造共享價值

TWG has been collaborating with the Hengli Social Governance Collaborative Innovation Centre to operate the Academy for 4 years. We aim to equip underprivileged individuals and the disadvantaged with coffee making skills and to encourage them to contribute back to the society by taking part in volunteering activities. In 2020, we organised three training programmes with a total number of about 30 participants, which accumulated the number of graduates to 110 since 2017. 20 of the graduates have successfully entered the catering industry, with four of them establishing their own business.

捷榮已連續四年與橫瀝社會治理協同創新中心合營公益咖啡學院(學院)。我們致力向有需要人士及弱勢社群傳授咖啡製作技巧，並鼓勵他們參與義工活動，回饋社會。於2020年，我們組織了三次培訓計劃，總參與人數約為30人，自2017年以來，累計畢業生人數達110人。其中20名畢業生已成功進入餐飲業，更有四名學員成立了自己的咖啡館。





Case Study 案例



Training courses
organised in 2020
2020年培訓計劃

Encouraging Giving Back to the Community with the 1:1 Training: Community Principle

TWG encourages students to devote an equal amount of time in learning and serving the community. Each participant is required to contribute 50 hours of volunteering after 50 hours of learning. This approach motivates students to make use of their skillsets to create a positive social impact in the communities where they live. A volunteer team was established in 2019, formed by a total number of 85 graduates from the Academy. A wide range of volunteering activities have been initiated by the team. By applying their acquired skills, the team organized charity bazaars, courses and workshops in town. In addition to donating products, they organized visits to the elderly, children and other local groups.

鼓勵1:1的公益培訓與志願服務時長

捷榮鼓勵學員在學習及社區服務投入相同時間，即每位參加者須在獲得50小時的學習後，貢獻50小時的義工服務，以鼓勵學生利用其技能為社區創造正面的社會影響。我們於2019年成立了由學院的85名畢業生組成的義工團隊。團隊發起了各種義工活動。其中學員憑藉在公益咖啡學院獲得的技能，在社區內策劃組織慈善義賣、課程及工作坊。除捐贈產品外，他們亦組織探訪長者、兒童及其他當地團體的活動。



Charity services carried
out by the Academy
Volunteer Team
學員義工團隊開展慈善服務



Environmental, Social and Governance Report (continued)

環境、社會及管治報告(續)



Case Study 案例

Creating Growing Shared Value in Hengli Town

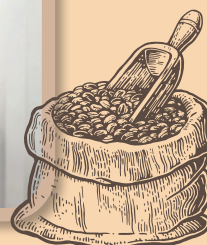
Public Coffee Bar has been newly established in June 2020 as a new practical platform for the Academy. Under the collaboration of the Academy and the Hengli Social Governance Collaborative Innovation Centre, the Public Coffee Bar serves as a place for students to practice what they learnt, as well as a social enterprise to let the participant acquire entrepreneurship skills. The profits are donated to charity organisations to support sick children and their family. More Public Coffee Bars will be opened in other villages and Dongguan Cultural Hall to create a greater impact to participants and to the community.

與橫瀝鎮創造共同價值

2020年6月，學院與橫瀝社會治理協同創新中心合作，成立了益企啡吧，作為學院的新實踐基地。益企啡吧為學生提供實踐學習的場所，亦讓參加者在社會企業中學習創業技能。益企啡吧的所獲利益會捐贈予慈善機構，以支持患病兒童及其家庭。我們未來亦會在其他村落及東莞文化館開設更多益企啡吧分店，為參與者及社區創造更大影響。



Public Coffee Bar developed in June 2020
於2020年6月成立的益企啡吧



The achievement of the Academy has been widely recognised. In September 2020, the Academy was recognised as one of the “Top Ten Corporate Projects with Social Governance Enterprise Excellence in Dongguan”, which is one of the six categories in Dongguan City’s “Top Ten” brand establishing and selection campaign. The Academy was also elected as one of the 2020 Major Community Cultivation Programmes in a Guangdong volunteering competition.

學院的成就獲得了廣泛認可。於2020年9月，學院在東莞市城鄉社區治理六個「十優」品牌創建評選活動中，上榜「東莞市十大優秀企業參與共治項目」。學院亦在一個廣東志願服務項目大賽中，獲選為2020益苗計畫-重點培育項目之一。



Environmental, Social and Governance Report (continued)

環境、社會及管治報告(續)

Local Community Development

Our community development targets on four main areas, including fostering the youth, community care, supporting athletes and sport events, and environmental care. Our employees are encouraged to participate in charitable activities and make donations to show our love and care to the society.

Volunteering

The Group initiates different volunteering and CSR activities related to youth care and environmental protection. In the reporting year, we supported child patients through Ronald McDonald House Charities ("RMHC"). TWG recognises that coffee grounds can be recycled as sustainable materials, and therefore has organised an art dyeing activity with RMHC with the use of coffee grounds in January 2020. There were 10 volunteers and 15 participants joining the event. We hope to show our care and love to the child patients by initiating volunteering events.

本地社區發展

我們的社區發展共有四個重點範疇，包括培育青年、社區關懷、支持體育發展以及環境保育。我們鼓勵員工參與慈善活動及捐款，以表達我們對社會的關愛。

義工活動

本集團發起不同有關青年關懷和環境保護的義工活動及企業社會責任活動。在報告期內，我們透過麥當勞叔叔之家慈善基金（「RMHC」）支持患病兒童。捷榮明白到咖啡渣能循環再造為可持續材料，所以我們於2020年1月與RMHC合作組織了一次使用咖啡渣的紮染體驗活動。活動共有10名義工及15名參加者。我們希望通過開展義工活動，向患病兒童表達我們的關懷和愛心。



A coffee ground art dyeing activity organised with RMHC
與RMHC舉辦咖啡渣紮染體驗活動



In Dongguan, TW Club and the Academy Volunteer Team organised community services on a regular basis, providing support to elderly and ethnic minorities in Hengli Town. For example, we visited elderlies who are living alone during Mid-Autumn Festival and Winter Solstice. Also, TWG engaged with ethnic minority staff by holding thematic activities to promote national unity.

在東莞，TW Club及學院義工隊定期舉辦社區服務，為橫瀝鎮的長者及少數族裔提供援助。例如，我們在中秋節及冬至探訪獨居的長者。此外，捷榮透過舉辦主題活動，與少數族裔員工互動，以促進國家團結。

Environmental, Social and Governance Report (continued)

環境、社會及管治報告(續)



The Coffee Academy Volunteer Team visited elderly regularly
咖啡學院義工隊定期探訪長者



TWG engaged ethnic minorities in Hengli Town
捷榮探訪橫瀝鎮的少數族裔



Apart from general volunteering activities, in response to COVID-19, the Academy organised some community activities to show our support and gratitude to our staff and public servants who are still on duty despite the pandemic. In February and March 2020, we distributed milk tea and coffee to public servants such as firemen, commanders and traffic policemen to express our gratitude.

除一般義工活動外，面對新冠肺炎爆發，為了表示我們對在疫情期間盡忠職守的員工和公務員的支持和感謝，學院組織了數個社區活動，包括於2020年2月及3月，向消防員、指揮官及交通警察等公務員派發奶茶及咖啡，以表達我們的謝意。

Environmental, Social and Governance Report (continued)

環境、社會及管治報告(續)



Free milk tea and coffee were distributed to different groups of people in the community
向社區內不同群體派發免費奶茶及咖啡

Donation and Sponsorship

The Group continues to support our community partners through financial and in-kind donations, including the provision of free food and beverage products to the organisations in need. We support FOOD-CO run by St. James' Settlement to help the people in need under the great demand and unstable supply of food by food donation. We made six rounds of food donation in the reporting year, including noodles, milk and tea products. We have also continued the sponsorship to InspiringHK Sports Foundation to promote youth sports development and donated HK\$60,000 to support the children and youth activities. Also, we made a donation to Community Chest Walk for Millions to support the family and child welfares services.

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，包括向有需要的機構提供免費餐飲。報告年內，我們參與了聖雅各福群會舉辦的FOOD-CO活動，透過食物捐贈應對龐大的需求及不穩定的食物供應，幫助有需要的人士。我們於本報告年內作出六次食物捐贈，包括麵條、奶及茶產品。我們亦繼續贊助凝動香港體育基金，以促進青少年體育發展，並捐贈了60,000港元以支持其兒童及青少年活動。此外，我們亦向香港公益金百萬行捐贈善款，以支援兒童家屬及兒童福利服務。

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	FY2020 二零二零年度
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	903
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	1,445
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	2,347
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	0.285
Waste generated 產生廢棄物		
Hazardous waste 有害廢棄物	tonnes 噸	1.0
Non-hazardous waste 無害廢棄物	tonnes 噸	116.4

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。

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	46.2
Plastic 塑膠	tonnes 噸	11.3
Burlap 粗麻布	tonnes 噸	22.9
Metal 金屬	tonnes 噸	0.6
Energy consumption 能源耗量		
Electricity purchased 外購電力	kWh 千瓦時	2,806,488
Diesel for plant use 廠房柴油	litre 升	159,800
LPG 液化石油氣	kg 千克	89,136
Towngas consumption 煤氣消耗量	unit 單位	454
Unleaded petrol for vehicle 汽車無鉛汽油	litre 升	4,562
Diesel for vehicle 汽車柴油	litre 升	74,590
Total energy consumption 能源總耗量	kWh 千瓦時	6,400,260
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	778
Water consumption 耗水量		
Total water consumption 總耗水量	m ³ 立方米	19,493
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	2.4

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	750
Plastic 塑膠	tonnes 噸	77
Others 其他	tonnes 噸	115
Social performance 社會績效		
Employee profile (as at December 31 2020) 僱員資料(截至2020年12月31日)		
Total workforce 僱員總數	no. of people 人數	467
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	464
Contract 合約	no. of people 人數	3
Total workforce by gender 按性別劃分的僱員總數		
Male 男性	no. of people 人數	270
Female 女性	no. of people 人數	197
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	107
31-50 31-50歲	no. of people 人數	290
Above 50 50歲以上	no. of people 人數	70
Total workforce by geographic region 按地區劃分的僱員總數		
Hong Kong 香港	no. of people 人數	227
Mainland China 中華人民共和國	no. of people 人數	240

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	%	24.29
Employee turnover rate by gender 按性別劃分的僱員流失比率		
Male 男性	%	23.67
Female 女性	%	25.13
Employee turnover rate by geographical region 按地區劃分的僱員流失比率		
Hong Kong 香港	%	13.69
Mainland China 中華人民共和國	%	33.13
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	69.5
Development and training 發展及培訓		
Percentage of employees trained 受訓僱員百分比	%	86
Average training hours per employee by gender 按性別劃分的每名僱員完成受訓的平均時數		
Male 男性	hours 小時	10.7
Female 女性	hours 小時	15.4
Average training hours 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		
Management 管理層	hours 小時	11.0
Senior 高級僱員	hours 小時	14.1
General Staff 一般僱員	hours 小時	10.4

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 geographical location 按地區劃分的供應商數目		
Hong Kong 香港	number 數目	54
Mainland China 中華人民共和國	number 數目	184
Other regions 其他地區	number 數目	48
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	43
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	567,000
Total hours of volunteer work 義工活動總時數	hours 小時	466

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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Aspect A1: Emissions 層面A1：排放物			
General Disclosure 一般披露		Our Environment 我們的環境	28-33
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 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 amount 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

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
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	30, 40
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	40
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	40
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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	31
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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。	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)

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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