



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

**RIDING OUT ADVERSITY,
GETTING SET
FOR A GREAT RECOVERY**

2022

環境、社會及
管治報告

**ENVIRONMENTAL, SOCIAL AND
GOVERNANCE REPORT**

*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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ABOUT THIS REPORT

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

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

In preparing this report, the Group has fully considered the four principles in the Guide, which include:

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

有關本報告

此乃捷榮國際控股有限公司及其附屬公司(統稱「本集團」或「捷榮」)的第五份環境、社會及管治(「ESG」)報告。本報告旨在披露本集團目前在產品、僱員、環境及社區四個方面的ESG承諾、管理方法、工作及表現。

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

本集團在編製本報告時已充分考慮如下匯報原則:

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

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Unless otherwise specified, this Report covers the period from 1 January to 31 December 2022 (“reporting year”). The scope of this Report primarily focuses on key business areas, which include processing and sales of coffee, black tea and food products in Hong Kong, Macau and Mainland China. In addition, coffee and tea manufacturing in Hong Kong and Dongguan, and food processing operations in Hong Kong are also covered.

Any comments and feedback on this Report and our overall ESG performance are welcome. 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 contribute to the Group’s sustainability performance improvement.

除另有說明外，本報告涵蓋期間為2022年1月1日至12月31日（「報告期」）。本報告的範圍涵蓋本集團的主要業務，包括於香港、澳門及中國內地的咖啡、紅茶及食品加工及銷售業務。此外，位於香港及中國東莞的咖啡及紅茶產品生產基地和香港的食品加工業務也包括於本報告中。

我們歡迎您對本報告及我們整體ESG表現提出任何意見及反饋。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。您的反饋或建議將幫助本集團改善可持續發展表現。

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MESSAGE FROM THE CHAIRMAN

It is my great pleasure to present to you our sustainability achievement during the reporting year. TWG's fifth Environmental, Social, and Governance ("ESG") Report demonstrates our progress in promoting sustainability along our value chain.

Delivering quality and safe products is the foundation of our business success. We applied international standards on quality management, such as ISO 9001:2015 Quality Management, ISO 22000:2018 Food Safety Management Systems, Hazard Analysis and Critical Control Points ("HACCP"), and Food Safety System Certification 22000 Version 5.1, as well as quality management procedures to assure product safety and quality across our value chain. Our excellent products and services were widely recognised and received the Hong Kong Best Enterprise Award 2022 from CORPHUB. As customers become increasingly aware of sustainable products, we have spared no effort in minimising the environmental and social impacts of our product from carrying out responsible sourcing, such as sourcing from Rainforest Alliance certified coffee beans. Furthermore, we prioritise suppliers who incorporate sustainability principles into their business practises, ensuring their practices align with the Group's commitment.

In face of the climate crisis, we understand the importance of building resilience. In response to the potential threat, the board reviews the climate-related risks every year, alongside the Group has developed Climate Change Policy and advanced climate risk assessment. We strive to manage climate risks and mitigate high volatility of the supply of coffee and tea crops by obtaining raw materials from diverse sources. By doing our part to accomplish decarbonisation, we continue to work on the group-wide medium-term energy and water reduction targets for 2025. In recognition of our effort on environmental protection, TWG received the 2021 Hong Kong Awards for Environmental Excellence Certification this year. Moving forward, we strive to align our climate disclosures with reference to the Task Force on Climate-Related Financial Disclosures ("TCFD") in the coming years.

主席的話

我很高興在此向大家宣佈我們在本報告年度中所取得的可持續發展成就。捷榮第五份ESG報告展示了我們在價值鏈中推動可持續發展的進展。

提供優質安全的產品是業務成功的基礎。我們採用國際質量管理標準，例如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食品系統驗證第5.1版，以及質量管理程序來確保我們價值鏈中的產品安全及質量。我們卓越的產品和服務得到了廣泛認可，並榮獲由CORPHUB頒發的「香港最優秀企業大獎2022」獎項。隨著客戶對可持續產品的認知不斷提高，我們通過實踐責任採購，不遺餘力地將我們產品對環境和社會的影響減至最低，例如我們會採購來自雨林聯盟認證的咖啡豆。此外，我們優先考慮將可持續發展原則納入其業務實踐的供應商，以確保其實踐符合本集團的承諾。

面對氣候危機，我們深知建設抵禦力的重要性。為應對潛在威脅，董事會每年審查與氣候相關的風險，同時已制定氣候變化政策並準備開展氣候風險評估。我們致力於通過從不同來源地獲取原材料來管理氣候風險，並減輕咖啡及茶葉作物供應的波動。我們致力實踐減碳排放，繼續實現本集團2025年的節能和節水目標。為表彰我們在環境保護方面的努力，捷榮今年獲頒2021香港環境卓越大獎。未來幾年，我們將參考氣候相關財務資訊披露專責小組（「TCFD」）的建議進行氣候變化議題相關的披露。

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We are dedicated to creating and fostering an inclusive and rewarding workplace for our employees. Our competitive compensation and benefits packages remain an important strategy to attract and retain talents. As the society returns to pre-pandemic normalcy, the Group has implemented corresponding guidelines and measures to ensure a safe working environment while maintaining business continuity. In order to support our business development and ensure occupational health and safety, we formulated a training plan and provided our employees with a wide range of training programme.

Our sustainability efforts are also extended to our community. To uphold our core mission, we continue to foster coffee culture and promote shared value in Dongguan through the Coffee Academy, the Public Coffee Bar and the Hengli Community Academy. This year, TWG assisted to establish a new academy at Carbon-Neutral Industrial Park through collective efforts from community organisations and enterprises, combining the concepts of carbon neutrality and the Public Coffee Bar. Additionally, we give back by participating in volunteer activities, donations, and sponsoring events.

Last but not least, we will keep close ties with our stakeholders and make every endeavour to better equip ourselves for the looming sustainability challenges and contribute long-term shared value for the community.

Wong Tat Tong
Chairman

我們致力於為員工締造一個共融和富有滿足感的工作環境。提供具競爭力的薪酬和福利待遇仍然是我們吸引和留用人才的重要策略。隨著社會恢復到疫情前的常態，本集團已實施相應的指引及措施，確保安全的工作環境及維持業務持續性。為支持業務發展及確保職業健康與安全，我們制定了多項培訓計劃，為員工提供廣泛的培訓活動。

我們的可持續工作亦擴展到社區。為了秉持著我們的核心使命，我們繼續透過東莞的公益咖啡學院、益企啡吧和橫瀝社區學院推廣咖啡文化及共享價值。今年，捷榮在智慧零碳工場協助建立了一個新的學院，通過社區組織和企業的共同努力，將碳中和的理念與益企啡吧結合。此外，我們亦透過義工活動、捐款及贊助活動來回饋社會。

最後，我們將與持份者保持緊密聯繫，傾盡全力為迫在眉睫的可持續發展挑戰做好準備，並為社會創造長期的共享價值。

黃達堂
主席

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ABOUT OUR BUSINESS

About TWG

With 90 years of continuous commitment in Hong Kong, Macau and Mainland China, TWG has grown into a leading integrated business-to business (“B2B”) coffee and black tea solutions provider, with expansion into the food product business. TWG provides one-stop service to commercial customers with the entire coffee and tea value chain, covering procurement, processing and distribution. We have taken significant steps the previous years: Our business scope has expanded to frozen processed food since 2015. The online sales platform developed at the end of 2019 was another step forward in our strategy shift from B2B to B2C (Business to Customer) and O2O (“Online to Offline”) market. We believe this business strategy helps the Group cater to the market with growing e-commerce trends and consumer needs.

TWG’s Vision

TWG aspires to become a “one-stop integrated food and beverages services provider”. To realise this, we are dedicated to improving our solutions offering capability and carrying out business expansion in food and beverage industry with constant efforts.

關於我們的業務

關於捷榮

憑藉在香港、澳門和中國內地地區90年的持續承諾，捷榮已發展成為業內領先的企業對企業（「B2B」）綜合咖啡及紅茶餐飲策劃服務供應商，並擁有不斷增長的食品業務。捷榮為商業客戶提供一站式服務，涵蓋整個咖啡及紅茶採購、加工及分銷價值鏈。前幾年我們邁出了重大幾步：自2015年以來，我們的業務範圍已擴展到急凍預製食品業務。2019年底開發的在線銷售平台是我們從B2B到企業對客戶（「B2C」）和線上到線下（「O2O」）市場戰略轉變的又一重要步伐。我們相信此業務策略有助於本集團迎合市場不斷增長的電子商務趨勢及消費者需求。

捷榮願景

捷榮矢志成為「一站式綜合餐飲服務供應商」。為實現此願景，我們致力於通過不斷努力提升我們的餐飲策劃能力並擴大餐飲業務。

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TWG's Principles

TWG places our employees, shareholders, and customers as top priorities because they are the major components that drive our unlimited innovation and continuous success. To build long-term value in the Group, TWG always complies with the five following principles:

捷榮理念

捷榮將員工、股東和客戶放在首位，因為他們是捷榮不斷創新和可持續業務成功的主要動力。為創造長遠價值，捷榮始終遵守以下五項原則：



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 and 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

Apart from offering a wide range of quality coffee and tea products, our core mission is to promote coffee and tea appreciation culture, which adheres to the Group's vision and principle. TWG makes endeavours to provide the highest standards of taste to our customers with ongoing product innovation and exceptional and diversified raw materials sourcing. We cater to the different needs and tastes of Hong Kong and Mainland China markets by customising our product offerings, brand trading and distribution.

除了提供一系列優質的咖啡及茶產品選擇外，本集團亦遵循其願景及原則，肩起推廣品賞咖啡及茶的文化使命。捷榮致力於通過在產品開發中不斷力求創新及採購優質多樣的原材料，為客戶提供最高水準的產品。我們通過提供定製產品、代理餐飲品牌及貿易來滿足香港和中國內地市場的不同需求和口味。

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CHAPTER 1 APPROACH TO SUSTAINABILITY

1.1 ESG Governance

TWG is committed to maintaining a robust governance structure and managing our business operation effectively with ESG considerations integrated into our governance framework. Our Board of Directors (“the Board”) has developed ESG guidelines, strategies and procedures to ensure that we comply with all applicable laws and regulations. With the collective contribution from our stakeholders, including employees, suppliers and communities, we are devoted to providing safe and quality food and beverage products in a sustainable manner.

The Board is responsible for overseeing the adoption of ESG policies and related issues in our business operation. The Key Management leads cross-department working groups to implement work plans on ESG issues. The working groups report sustainability progress and achievements to the executives for review, while the Board meets the management on an annual basis to discuss important information. In addition, the Board keeps track and evaluates our ESG performance and targets regularly.

Our well-developed risk governance structure allows us to manage ESG-related risks in our business operations smoothly. The Board oversees overall risk management by reviewing the Group’s material risks and formulating appropriate risk management strategies. The Risk Management and Operations Control (“RMOC”) team, comprising key managers and representatives from the Group’s units and relevant department heads, is responsible for identifying, reviewing and monitoring environmental, social and governance risk factors. These ESG risk factors encompass climate-related risks, employee health and safety, product safety and quality, and labour law compliance. On behalf of RMOC, Internal Audit team reports identified potential risks to Audit Committee of the Board. The Board reviews the risk factors every year and makes decisions on corresponding actions. As part of our commitment to continuously improving our risk management process, the Operation Control Department reviews the effectiveness of our risk management and internal control systems annually.

第一章 可持續發展方針

1.1 ESG管治

捷榮致力於維持穩健的管治架構，並將 ESG考慮納入我們的管制框架，從而有效地管理我們的業務營運。我們的董事會成員（「董事會」）制定了 ESG方針、戰略和程序，以確保我們遵守所有適用的法律和法規。有賴多方持份者，包括但不限於我們的員工、供應商及社區的合作與貢獻，我們致力於以可持續的方式提供安全及優質的餐飲產品。

董事會負責監督我們在業務營運中採用的 ESG政策和相關事宜。在關鍵管理人員的領導下，跨部門工作組就眾多的 ESG議題開展切實可行的工作方案。工作小組會向管理層匯報可持續發展的進展及成果以供審查，而董事會亦會每年與管理層討論其中的重要信息。此外，董事會亦定期追蹤和評估我們的 ESG表現和目標。

我們透過完善的風險治理結構，管理業務營運中的相關 ESG風險。董事會透過審閱本集團的重大風險並制定相應的風險管理策略，對整體的風險管理進行監督。風險管理及營運管控小組由本集團業務單位的主要管理人員和代表以及相關部門主管組成，負責識別、檢討及監察環境、社會及管治風險因素。這些 ESG風險因素包括氣候相關風險、員工健康及安全、產品安全及質量及勞工法律合規。內部審計小組代表風險管理及營運管控小組向董事會的審核委員會匯報任何已識別的潛在風險。而董事會每年審查風險因素，並決定相應的行動。為了實踐我們不斷改善風險管理程序的承諾，營運監控小組每年都會對風險管理及內部監控系統的有效性作出檢討。

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1.2 Anti-Corruption

The Group is committed to upholding high ethical standards throughout our business operations and has zero tolerance for bribery, extortion, fraud and corruption practice in the business. In addition to our code of conduct, we adopted the newly developed Anti-corruption Policy this year which further demonstrates our dedication to ensuring proper conduct among our employees. Our Whistleblowing Policy was also revised this year to provide clearer guidance on complaints lodging or reporting of any form of misconduct, suspicious activity, or malpractice in the Group. The Group also provided ICAC Integrity training for employees and related reading materials for the Board as training. For employees with greater exposure to corruption risk, they must agree to be bounded by the Anti-Corruption Commitment, following 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 year, there were no breaches of laws and/or regulations in the Group.

1.3 Stakeholder Engagement

Maintaining strong communication with stakeholders is essential to our success. We regularly engage our stakeholders to understand their expectations and respond in accordance with our existing sustainability approach. The Group proactively connects with internal and external partners including employees, customers, investors, suppliers, business partners and non-governmental organisations (“NGOs”) through a variety of communication channels such as emails, meetings and site visits, etc. In addition to the Annual General Meeting, the Group also holds online meetings to share our ESG performance with stakeholders and collate their comments. We strive to integrate stakeholders’ voices in our sustainability decision-making and materiality.

1.2 反貪污

本集團承諾在整個業務營運中堅持最高的道德標準，並對業務中的賄賂、勒索、欺詐及貪污行為採取零容忍態度。除了原有的行為守則外，我們今年還採用了新制定的反貪腐政策，進一步表明我們致力於確保員工的正確行為。我們的舉報政策亦於今年修訂，為投訴或舉報組織內任何形式的不當行為、可疑活動或舞弊行為提供更清晰的指引。本集團亦為僱員提供廉政公署培訓，並為董事會提供有關的閱讀材料作培訓。在職責上涉及更高貪污風險的員工必須接受《反腐敗承諾書》的約束，遵守有關防止賄賂、接受第三方禮物及款待以及處理利益衝突的指引及程序。於報告年度內，本集團沒有任何有關不道德及／或貪污行為的違法事件。

1.3 持份者參與

與各方持份者進行持續溝通並保持良好的關係對我們的成功至關重要。我們定期聯繫持份者以了解他們的期望，並讓他們對現有的可持續發展方針作出回饋。本集團透過電郵、會議及實地考察等多種溝通渠道積極與公司內外的合作夥伴包括員工、客戶、投資者、供應商、業務合作夥伴及非政府組織建立聯繫。除股東周年大會外，本集團亦通過線上會議與持份者分享我們的ESG表現，並收集他們的意見。我們致力於在可持續發展決策和重要性評估中充份考慮持份者的聲音。

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1.4 Materiality

For the purpose of understanding stakeholders' expectations and prioritising our sustainability programmes, we define material ESG topics by understanding stakeholders' views and perceived importance to our business. Based on the materiality assessment conducted in the previous reporting year, we conducted materiality review by benchmarking industry practices and the relevance to our business operations in our last reporting year. This year, taking into account of the stability of business and operations, we adopted the same materiality assessment. Our top material topics and their related management approach, policies and performance are reflected in this Report according to their materiality. We strive to monitor our sustainability progress with reference to our materiality.

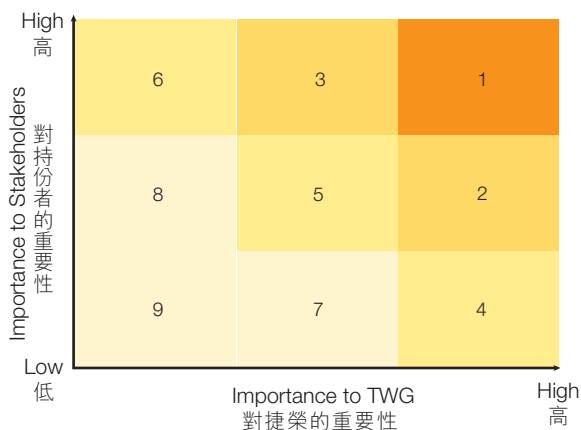
1.4 重要性評估

為了解持份者的期望及擬定可持續發展計劃的優次，在確立本集團重要ESG議題時，我們會充分了解持份者的看法並考慮該議題對我們業務的重要性。往年，我們根據往年報告年度中的重要性評估，透過分析同行慣例和業務營運的相關性來審視重要性評估。今年，考慮到業務營運的穩定性，我們沿用了同樣的重要性評估。我們的高度重要議題及其相關的管理方法、政策和表現將根據其重要性在本報告中披露。我們致力根據我們的重要性評估來監察我們的可持續發展進程。

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TWG ESG Topics Materiality Matrix
捷榮的ESG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>3 Reducing Operational Waste
減少營運廢物</p> <p>Responsible Sourcing
負責任採購</p> <p>Food Nutrition and Health
食品營養及健康</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>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>Greenhouse Gas Emissions Reduction
減少溫室氣體排放</p> <p>Climate Risk Adaptation and Mitigation
減緩及適應氣候變化</p> | <p>4 Sustainable Packaging
可持續包裝</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> |

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CHAPTER 2 OUR PRODUCTS

TWG understands that ensuring product quality is vital to our company's success. To satisfy the needs of our customers, we are committed to designing a variety of quality products. By using the Integrated Management System ("IMS") Policy, we safeguard the quality and safety of products. We strictly adhere to and comply with the Hong Kong Food Safety Ordinance (Cap. 612), Part V of the Public Health and Municipal Services Ordinance (Cap. 132), the Macau Food Safety Law, the People's Republic of China's Product Quality Law, and the People's Republic of China's Food Safety Law.

2.1 Quality Products

Product Quality Assurance

We strive to maintain excellent product standards. We refer to best practices in the sector and adopt international standards in our quality management systems. Our Hong Kong and Dongguan plants are certified with ISO 22000:2018 food safety management systems, HACCP, and FSSC 22000 Version 5.1. In 2022, our management system was further certified with ISO 9001:2015. In addition, we have obtained Rainforest Alliance Certification for both Dongguan and Hong Kong-produced coffee goods. TWG's has been recognised for our best practice in providing quality products and services and received "Hong Kong Best Enterprise Award 2022" during the reporting year.

第二章 我們的產品

捷榮深知確保產品質量對我們公司成功的重要性。為了滿足客戶的需求，我們致力於開發多元的優質產品。通過運用《綜合管理體系方針》，我們保障了產品的品質和安全。我們嚴格遵從香港《食物安全條例》(第612章)及《公眾衛生及市政條例》(第132章)第V部，澳門《食品安全法》、《中華人民共和國產品質量法》及《中華人民共和國食品安全法》。

2.1 優質產品

產品質量保證

我們致力於保持卓越的產品標準。我們參考行業的最佳實踐，並在我們的品質管理體系中採用國際標準。我們在香港及東莞的廠房均已獲得ISO 22000:2018 食品安全管理體系、HACCP及FSSC 22000第5.1版本。於2022年，我們的管理體系進一步通過了ISO 9001:2015認證。此外，我們於東莞和香港生產的咖啡產品已取得雨林聯盟認證。捷榮在優質產品和服務方面已得到認可，並於本報告年度獲得「香港最優秀企業大獎2022」。



TWG was awarded "Hong Kong Best Enterprise Award 2022"
TWG榮獲「香港最優秀企業大獎2022」

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To ensure the quality of our products along the value chain, we have established a quality management system and product recall system that controls internal quality assurance processes from procurement to sales. TWG performs supplier assessments and takes into account suppliers' ESG performance under the guidance of the Procurement Management Procedures ("PMP"). For our incoming raw materials of coffee and tea, we require valid pre-shipment reports from suppliers. Additionally, we carry out an internal sensory evaluation and compare test results to the precise specifications set forth by the governing bodies. We regard our stringent procurement measures as critical gatekeeping to ensure the standards of raw materials meet our expectations.

The PMP also oversees the enforcement of rules for food safety and cleanliness. We have a responsible Good Manufacturing Practice Team in charge of inspecting our warehouses on a monthly basis to evaluate storage conditions, fire protection measures, product quality, and manage the near-expiry and expired products. These inspections ensure that no non-conforming products are sold. Besides, we have taken additional management measures to enhance quality and hygiene in our warehouse. We implemented an air ventilation system in our warehouse to improve humidity. The temperature and humidity of the warehouse are tracked using a digital tracer.

TWG places high emphasis on quality control. In Dongguan plant, our inspection procedures are carried out in a special testing laboratory, where the Quality Assurance Division thoroughly examines raw materials, semi-finished goods, and finished goods there. The laboratory adheres to the international standard ISO/IEC 17025:2005 General Requirements for the Competence of Testing and Calibration Laboratories and is accredited by China National Accreditation Service for Conformity Assessment.

為了確保價值鏈中的產品品質，我們建立了質量管理體系及產品召回機制來控制從採購到銷售過程中的內部質量保證。在《採購管理程序》的指引下，捷榮會對供應商進行評估並將其ESG表現納入考慮因素。我們要求供應商在裝運前對進貨的咖啡及茶葉原材料提供有效的檢測報告。此外，我們還會進行內部感官評估，並將結果與政府部門制定的精確標準進行比較。我們相信嚴格的採購程序是確保原材料標準符合我們期望的關鍵。

《採購管理程序》幫助我們持續監督食品安全及衛生。我們擁有負責任的生產規範團隊，每月進行倉庫檢查，以評估存儲條件、防火措施、產品質量，並處理即將到期和已過期的產品。這些檢查旨在確保沒有不合格產品被銷售。此外，我們亦採取額外的管理措施，以提高倉庫的質量及衛生水準。我們在倉庫中安裝了通風系統以改善濕度，並採用數碼追蹤器來監控倉庫的溫度及濕度。

捷榮高度重視產品質量控制。我們在東莞廠房設有專門的測試實驗室進行檢測，品質保證部門在那裡會對原材料、半製成品及製成品進行全面檢查。該實驗室符合國際標準ISO/IEC 17025:2005測試及校正實驗所能力的通用規定，並獲得中國合格評定國家認可委員會的認證。

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TWG is increasingly focused on combating food fraud in the interim by improving the traceability of our raw materials. TWG has conducted a risk study regarding food fraud involving tea and coffee and the result indicated that the risk level was low. All incoming Rainforest Alliance-certified coffee beans have a certification number that can be tracked through the Rainforest Alliance Chain of Custody (“CoC”) Certification in Dongguan and Hong Kong. This ensures the transparency of our raw material sourcing alongside reducing the risks of food fraud.

In addition to quality control processes, we have designed the Emergency and Product Recall Policy to address non-conforming items after distribution. To establish smooth coordination among departments in the event of a product recall, we organise regular evaluations and mock recalls. In accordance with our Control of Non-conforming Product Procedure, we identify, review, dispose of, and document products having food safety concerns. In case of any product recall event, the Crisis Management Committee in Dongguan and the Food Safety Committee in Hong Kong will conduct assessments on items with food safety dangers and quality risks and further gather related distribution information. During the reporting period, there were no recalls on any products sold or shipments due to health and safety reasons.

捷榮越來越重視食品欺詐問題，致力於透過提高原材料的可追溯性來打擊食品欺詐。捷榮對涉及茶葉和咖啡的食品欺詐進行了風險評估，結果表明為低風險。所有獲得雨林聯盟認證的咖啡豆均有一個認證編號，可以通過東莞和香港的雨林聯盟產銷監管鏈(「CoC」)認證進行追蹤。此舉確保了我們原材料採購的透明度，從而降低了食品欺詐的風險。

除了品質控制程序外，我們還制定了《危急事故及產品回收程序》，以處理分銷後不合格的產品。為了在產品召回時各部門之間能夠順利協調，我們定期評估並模擬召回程序。根據《不合格品管理程序》規定，我們會對存在食品安全問題的產品進行識別、審核、處理及記錄。如有任何產品召回事件發生，東莞的危機管理委員會及香港的食品安全委員會對存在食品安全隱患及質量風險的產品進行評估，並進一步收集相關的分銷資訊。在本報告年度，我們並沒有因健康及安全理由而召回任何已出售或分銷的產品。

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Product Diversity Development and Innovation

To meet the rapidly shifting demands of our customers and the market, we are devoted to providing a wide range of innovative products. Our Research and Development Policy provides guidance on capital investments in research and development, promoting efficient product development and innovation. Our Research and Development Committee, which is composed of management executives, members of research and development, and department heads from each operational department, is in charge of examining potential business possibilities and designing creative strategies. Under the Design Procedure Guidelines, the Research and Development Division contributes to new product development.

產品多樣化發展及創新

為了滿足快速變化的市場和客戶的需求，我們致力於提供廣泛的創新產品。我們制定的《研發政策》為研發方面的資本投資提供指引，從而推動高效的產品開發及創新。我們的研發委員會由管理人員、研發成員和各部門的主管組成，負責發掘潛在商機並制定創新策略。研發部根據《設計程式指引》負責新產品的開發。

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



In line with our market-oriented strategy, we identified an increasing number of customers who favour a healthy lifestyle and have created a variety of low-sugar instant products and clean label items to suit their needs. Products with clean labels are food made with more natural and less addictive ingredients. We strive to keep the ingredients in our goods natural, basic, and familiar, as well as minimise artificial additives.

根據我們市場導向的策略，我們發現越來越多客戶追求健康的生活方式，因此我們推出了各種低糖的即食產品和清潔標籤產品來滿足他們的需求。清潔標籤產品是指含有較多天然成份及較少添加劑的食品。我們致力在產品中使用天然、簡單及熟悉的成分，並盡量減少人工添加劑。

This year, we continued to source sustainable coffee beans with Rainforest Alliance Certification. For example, we launched a new original equipment manufacturer (OEM) sustainable coffee at the year end, to further increase our sustainable product range in response to growing expectations on sustainability products and surging customers' demand.

今年，我們繼續採購已獲得雨林聯盟認證的可持續咖啡豆，例如我們於年底推出了一款新的OEM可持續咖啡，從而進一步改造和升級了我們的可持續產品方法，以應對持續增長的可持續產品期望及激增的客戶需求。

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As a coffee and tea solutions provider, we acknowledge the importance of intellectual property rights by maintaining the confidentiality of our products' formulas, avoiding disputes, and forbidding infringement of third-party property.

2.2 Responsible Sourcing

We are aware of the social and environmental risks present in our supply chain, the impacts on raw material pricing and product quality. Also, driven by the growing sustainability demands from consumers and the ramifications of sustainability risks, we embrace environmental and social factors in our supply chain management.

Procurement and Supplier Assessment Practices

The Group has taken several measures to promote sustainability among suppliers. As part of its Vendor Management System, the Group evaluates its suppliers' social and environmental performance including waste management and labour practices. Suppliers who have implemented best practices, addressed environmental and social issues in their operations, and held HACCP, ISO 14001 Environmental Management System, and ISO 22000 Food Safety Management System certifications are given priority by TWG. A Social Responsibility Statement and an Environmental Protection Agreement are also required from our suppliers as a proof of their dedication to conducting business ethically and sustainably. Additionally, to ensure that their operations and performance adhere to TWG's policies and standards, both our new and current vendors are required to go through the supplier evaluation process. Current suppliers' business practices are regularly evaluated using our annual performance evaluations. This year, we also prepared supplier engagement surveys to understand their views on specific ESG issues, including but not limited to waste handling and child labour issues, which will be launched next year. For new suppliers, we also conduct product quality and safety assessments to assess their quality control procedures and food safety management systems. These controls guarantee the quality and safety of the final product as well as supplier compliance and ongoing development.

作為咖啡及茶葉的服務供應商，我們知道知識產權的重要性，致力於保持產品配方的機密性、避免產權爭議及禁止對第三方造成侵權行為。

2.2 責任採購

我們意識到供應鏈中存在社會和環境風險，以及它們對原材料價格和產品質量的影響。此外，在消費者對可持續發展日益增長的需求和可持續發展風險所帶來的後果的推動下，我們在供應鏈管理中考慮環境和社會因素。

採購及供應商評估工作

本集團採取了多項措施來推動供應商的可持續發展。根據《供應商管理體系》內容，本集團評估了供應商的社會和環境表現，包括廢物管理及勞工常規。捷榮優先考慮在其營運中已採納良好實踐、解決環境及社會問題，並通過HACCP、ISO 14001環境管理體系和ISO 22000食品安全管理體系認證的供應商。我們的供應商亦需要簽署一份《社會責任承諾書》和《環境保護協議書》，以證明他們的可持續性及道德經營的承諾。此外，為了確保其營運及表現符合捷榮的政策及標準，我們的新供應商和現有供應商都必須通過供應商評估。我們對現有的供應商進行年度績效評估，定期評估其營運模式。今年，我們亦預備了供應商參與度調查來了解他們對特定ESG議題的看法，包括但不限於廢物處理和童工問題，該調查將於明年啟動。至於新的供應商，我們實行了產品質量和 safety 評估，以評估其質量控制流程和食品安全管理體系。這些措施不但可以保障產品的品質及安全性，亦能確保供應商合規及其後續發展。

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In addition, our Quality Assurance and Procurement Team targets to evaluate the performance of our 30% suppliers on-site annually to ensure that their performance is consistent and their safety and sustainability standards comply with our requirements. We also remain vigilant on the working conditions and agricultural practices employed by farmers. The Dongguan Procurement Team conducted on-site audits for 15 suppliers. For some of our suppliers that are based in Mainland China, the Hong Kong Procurement Team ceased overseas on-site audits and we switched to audit by electronic means for foreign vendors this year.

TWG actively engages with suppliers, whose performance in the yearly review and/or on-site audits were unsatisfactory, to look for feasible remediation plans for improvement. Continuous unsatisfactory performance may result in termination of the partnership with the supplier.

We have continued our practice of educating new suppliers through training on our sustainability practices and supply chain management, including supplier assessment on production and quality management, and product sourcing, etc.

此外，我們品質保證及採購團隊旨在每年對30%的供應商進行現場審核，以確保他們表現的一致性，以及其安全和可持續標準符合我們的要求。我們亦會對農民的工作條件和所採用的農務慣例保持警惕。今年，東莞採購團隊對15家供應商進行了現場審核；香港採購團隊對一些位於中國內地的供應商暫停了海外現場審核，轉而通過電子方式對海外供應商進行審核。

捷榮會積極與在年度評估及／或現場審核中表現不理想的供應商溝通，尋找可行的改進方案。捷榮或與表現持續不理想的供應商終止合作關係。

我們會繼續通過我們的可持續發展實踐及供應鏈管理培訓，包括向供應商進行生產和質量管理以及產品採購等評估來指導新的供應商。

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Supporting Sustainable Procurement

TWG is passionate about responsible sourcing. Since most of our coffee bean suppliers are well-known multinational corporations, they have adopted sustainability management practices. We understand that our supply chain has impacts on the environment where our suppliers operate. Therefore, we only purchase tea leaf supplies from farms that comply with local laws on the use of pesticides. We procure from suppliers who possess organic and sustainable certifications, such as Rainforest Alliance Certification. Products from certified farms increase traceability along the whole supply chain, guaranteeing that our products originate from certified farms.

We are committed to obtaining coffee beans from Rainforest Alliance Certified farms to provide a more environmentally friendly option for our customers. We received the Rainforest Alliance CoC Standard in 2019 and 2021 for our roasted coffee beans and ground coffee goods produced at our plants in Dongguan and Hong Kong.

Our comprehensive supply chain management enabled us to obtain certifications. Examples include the high traceability of our certified products guided by the CoC management system and internal procedures. Through developing planning and management strategies, monitoring responsible employees, as well as providing related paperwork for certified products, our CoC management system is able to achieve the requirements. In the system, we have designed internal control processes to identify and regulate all processing steps and points of the farm goods. Additionally, we implemented internal inspection procedures to guarantee that we meet all certification requirements successfully.

支持可持續採購

捷榮熱衷於負責任採購。由於我們大多數的咖啡豆供應商都是知名跨國公司，因此他們都已實踐了可持續發展管理。我們深知我們的供應鏈會對供應商營運的環境產生影響，因此，我們僅從符合當地政府農藥使用規定的農場採購茶葉。我們亦從已取得有機及可持續認證的供應商處採購，例如雨林聯盟認證。採購已認證的農產品增強了整個供應鏈的可追溯性，保證我們的產品來自已認證的農場。

我們承諾從雨林聯盟認證的農場採購咖啡豆，為我們的客戶提供更環保的選擇。我們東莞和香港的廠房生產的烘焙咖啡豆和研磨咖啡製品分別於2019年和2021年通過了雨林聯盟CoC標準認證。

全面的供應鏈管理使我們獲得外部認證。例如，在CoC管理系統和內部程序的引導下，我們的認證產品具有高度可追溯性。通過制定規劃及管理策略、監督負責人員，以及為認證產品提供相關文件，我們的CoC管理系統達到了認證要求。在體系內，我們已制定內部控制程序以識別和規範農產品的所有加工步驟和關鍵點。此外，我們亦實施了內部檢查程序，以確保我們成功達到所有認證要求。

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The Rainforest Alliance Certification programme also allowed us to facilitate the livelihoods of the farmers and encourage the adoption of sustainable sourcing practices. Participants in the programme are required to adopt sustainable agriculture and support the conservation of biodiversity and natural resources. To meet our long-term sustainability goal, we will continue to communicate with our business partners about our expectations of sustainable practices.

2.3 Communication With Customers

Customer Feedback

Customer satisfaction is crucial to our business success. We continuously address customers' feedback and enhance our customers' experiences by listening to their expectations. Through a range of communication channels, such as regular customer satisfaction surveys and efficient complaint systems, we understand and address their needs and comments. The Quality and Complaint Monitoring Team in Hong Kong and the Product Quality Complaint Committee in Mainland China are tasked with reviewing the findings of customer satisfaction surveys. This also facilitates the Group to identify areas for improvement and implementing corrective action plans. The Customer Complaint Handling Procedure Implementation provides guidance and formalises employees' duty to manage customer complaints. Once any complaint is received, it will be investigated and potential mitigation measures will be implemented by the relevant departments. All complaints will be documented and reported depending on their nature. We require our employees to follow our complaint handling procedure to handle customers' complaints properly and timely.

雨林聯盟認證計劃使我們能夠幫助農民改善生活，並實踐可持續採購。該計劃的參與者必須採用可持續農業，支持保護生物多樣性及自然資源。為了實現我們可持續發展的長期目標，我們會持續與業務合作夥伴溝通，表達我們對可持續實踐的期望。

2.3 客戶溝通

客戶反饋

客戶滿意度對我們的業務成功至關重要。我們不斷處理客戶的意見，並透過聆聽客戶訴求來提升他們的體驗。我們通過多種渠道，例如定期客戶滿意度調查及有效的投訴系統來了解並解決他們的訴求及意見。香港的品質及投訴監察小組與中國內地的產品品質投訴處理委員會負責檢討客戶滿意度調查的結果，這有助於本集團確定需要改進的方面並制定糾正方案。《客戶投訴處理程序》對此提供了指導，並制定了員工應對客戶投訴時的職責。一旦收到任何投訴，相關部門將展開調查，並實施可能的緩解措施。所有投訴將根據其性質予以記錄和報告。我們要求員工遵循我們的投訴處理程序，從而妥善及時地處理客戶的投訴。

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Consumer Product Information and Communication

The Group acknowledges the responsibility of providing comprehensive and objective product information to our customers. We are determined to disclose accurate information about our products. In terms of net weight, nutrition information, and ingredient lists, our products abide by the National Food Safety Standard – General Standard for the Labelling of Prepackaged Foods (GB7718–2011) of the People’s Republic of China. In the meantime, our labelling and advertisements adhere to the Trade Descriptions Ordinance (Cap. 362) of Hong Kong, and the Food and Drugs (Composition and Labelling) Regulations (Cap. 132, section 55) of Hong Kong. We have zero tolerance for false or misleading claims about the nutritional value, or the source of the raw materials information of our products.

Customer Data Privacy

To safeguard customer privacy and ensure that customer rights are strictly upheld in accordance with all applicable data privacy laws and regulations, TWG has developed a number of guidelines and procedures to guarantee the proper handling of sensitive customer information. Our Data Governance Policy provides clear guidance for private data managing and securing. Additionally, the responsibilities of information owners, custodians, and users are spelled out, as well as the corresponding procedures for the change of responsible staff. Furthermore, the Sales and Marketing Management Policy provides instructions on how to collect, handle, and use customer data. Only approved staff are allowed to access sensitive information after requesting permission from the customer service department. During the reporting year, there were no cases of non-compliance concerning advertisement and labelling of products or customer data privacy.

客戶產品說明及溝通

本集團深知有責任向客戶提供全面客觀的產品資訊。我們堅決披露有關產品的準確資料。對於淨重、營養資訊、成分表，我們的產品均遵守中華人民共和國《食品安全國家標準 — 預包裝食品標籤》(GB7718–2011)。同時，我們的標籤及廣告均遵守香港《商品說明條例》(第362章)和香港《食物及藥物(成分組合及標籤規例)》(第132章，第55條)。我們對任何有關產品營養價值或原材料來源資料的誤導性陳述採取零容忍態度。

客戶資訊私隱

為了維護客戶私隱並確保客戶權利已按照相關法律法規受到嚴格保護，捷榮制定了多項準則及政策，以確保妥善處理敏感的客戶資料。我們的《數據資料管理政策》為管理和保護私隱數據提供了清晰的指引。該政策明確了資料擁有人、保管者及用戶的責任，以及負責人員發生變動時需採取的相應程序。此外，《銷售及市場管理政策》還提供了有關如何收集、處理和使用客戶數據的說明。只有經過批准的員工在得到客戶服務部門的許可後才能訪問敏感資料。本報告年度內，並無有關產品廣告及標籤或客戶資料私隱的違規事件發生。

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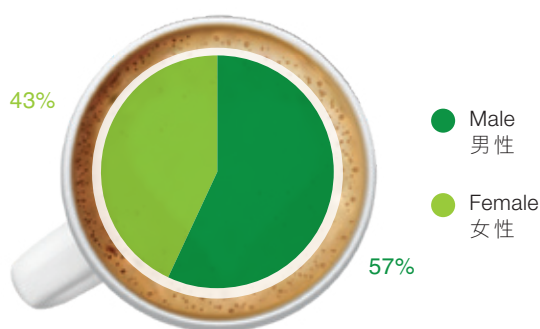
CHAPTER 3 OUR EMPLOYEES

TWG strives to be a top employer and is committed to fostering a positive, fulfilling, and productive workplace with competitive pay and opportunities for our employees. All of our operations abide by all applicable labour laws and rules, including the Employment Ordinance (Cap. 57) of Hong Kong and the Labour Contract Law of the People's Republic of China. We employed 407 employees at the end of our reporting year, including 209 in Hong Kong, 145 in Dongguan, and 53 in other supporting offices in Mainland China. Distribution of the workforce is shown as follows:

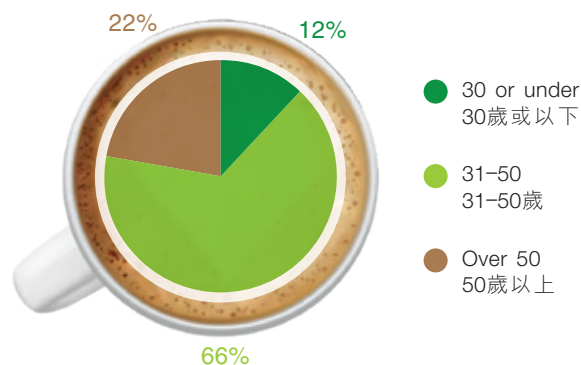
第三章 我們的員工

捷榮致力於成為最佳僱主，承諾為員工營造一個積極、富有滿足感及高效的工作環境，並為員工提供具競爭力的薪酬和機會。我們的所有營運均遵守相關勞工法例及法規，如香港《僱傭條例》(第57章)及《中華人民共和國勞動合同法》。截至本報告年年底，我們共有407名員工，其中209名在香港，145名在東莞，53名在中國內地的其他辦公室。勞動力分佈如下：

Workforce by gender
按性別劃分的僱員分佈



Workforce by ages
按年齡劃分的僱員分佈



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3.1 Health, Safety and Well-being

Occupational Health and Safety

Maintaining employees' health and safety remains a priority for our operations. Our occupational health and safety management initiatives adhere to Hong Kong's Occupational Health and Safety Ordinance (Cap. 509), Factories and Industrial Undertakings Ordinance (Cap. 59), and the People's Republic of China's Production Safety Law. Our Health and Safety Committee is established to monitor the health and safety performance across operations and enhance the integration of the Group's health and safety management strategy. It consists of management executives, safety officers, and an environmental health and safety team from each business unit. In response to the epidemic outbreak over the past three years, we have incorporated pandemic prevention measures into our regular safety management strategy.

By upholding the safety management principle to cover "all members, all procedures, and all locations at all times," TWG is dedicated to preventing occupational fatalities, injuries, and incidents. The Dongguan Plant has newly implemented safety production responsibility system with the yearly targets of having no serious injury cases and no more than one minor injury case.

During the reporting year, we have conducted annual occupational health and safety assessment and nine occupational safety and emergency drills, including fire drills and hazardous waste leakage drills at the Dongguan plant. TWG maintains a high level of awareness of occupational health and safety hazards in its employees by providing all employees with onboarding training, health and safety training and requires them to participate in relevant online training organised by the government. Our training includes chemicals handling and manual forklift training. In addition, we provide regular health check-ups for our employees.

We monitor our health and safety performance continuously in order to improve our health and safety practices. During the reporting year, there were no work-related fatalities in the Group.

3.1 健康、安全及身心安康

職業健康與安全

維護員工的健康與安全仍然是我們的首要任務。我們實施的職業健康及安全管理措施符合香港的《職業健康及安全條例》(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》。我們成立了健康及安全委員會，以監察整個營運過程中的健康與安全表現，並加強整合本集團的健康及安全管理策略。該委員會由管理行政人員、安全主任以及各業務單位的环境健康及安全團隊組成。為應對過去三年的新型冠狀病毒疫情，我們已將防疫措施納入常規安全管理方針內。

捷榮秉承涵蓋所有成員、程序、地點及時間的安全管理原則，致力杜絕員工因工死亡、受傷及意外事故發生。東莞廠房實施了新的安全生產責任制度，並訂立年度目標為零重傷事故，輕傷事故不多於一宗。

於本報告年度內，我們在東莞廠房進行了年度職業健康及安全評估和九次職業安全應急演練，包括消防演習與危險廢棄物洩漏演習等。為保持員工對職業健康和安全的危害的高度意識，捷榮為所有員工提供入職培訓、健康與安全培訓，並要求他們參加政府組織的相關在線培訓。我們的培訓內容包括化學品處理和搬運設備培訓等。此外，我們會為員工提供定期體檢。

我們持續監察我們在健康和安全的表現，以改善我們的健康及安全措施。於本報告年度內，本集團並無因工作而死亡的案例。

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From the COVID-19 outbreak to recovery, TWG has responded quickly and put in place a variety of measures to ensure the well-being of our staff. In the beginning of the reporting year, the Group offered flexible working arrangements to protect employees' health. With the situation stabilising, the Dongguan plant implemented a Pandemic Prevention Emergency Protocol to ensure a safe and hygienic working environment for our staff while maintaining business continuity. It includes responsible work group structure and handling procedures in case of the outbreak of pandemic in our business operation and our business location. To maintain a high alert level of the COVID-19 situation across the Group, any verified or suspected case will be immediately communicated to all departments through our internal communication channels in order. We also notify our employees on the latest COVID-19 condition daily.

Employee Well-being

In addition to ensuring safety, TWG places emphasis on creating work-life balance for employees in the workplace. Our TW Club continued to provide a range of recreational and well-being events for our TWG employees during the reporting year. For example, under the TWG Healthier & Happier Wellness Programs, we organised five Eat Well, See Well and Exercise Well activities. These activities include health check-ups, talks and games that covers topics on healthy diets, eye health and physical health.



Exercise Well and See Well under the TWG Healthier & Happier Wellness Programs
捷榮員工健康日

從新型冠狀病毒爆發到恢復常態，捷榮迅速採取了各種措施來確保員工的身心健康。於本報告年度初，本集團提供靈活的工作安排，以保障員工健康。隨著情況逐漸穩定，東莞廠房實施了疫情防疫應急方案，以確保員工擁有一個安全衛生的工作環境同時維持業務運作。該方案包括疫情防組組織架構和處理流程，以應對我們的業務營運和營運地點遭遇疫情大規模爆發。為保持整個集團對新型冠狀病毒的高度警戒，任何確診或疑似病例將會通過我們的內部溝通渠道即時傳達給所有部門，我們亦會每日向員工通報最新的疫情狀況。

員工身心安康

除了確保員工安全外，捷榮著重於為員工在工作環境中打造工作與生活之間的平衡。在本報告年度內，我們的TW Club繼續為捷榮員工提供一系列康樂和健康活動。例如，在捷榮員工健康日中，我們組織了五項活動，包括健康檢查、講座和遊戲，涵蓋健康飲食、眼睛健康和身體健康等主題。

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Other activities include birthday parties, healthy fruit day, festive events and handicraft workshop. We aim to engage employees in leisure activities while strengthening their bond and rapport with colleagues.

In Dongguan, we have assigned a dedicated task force to monitor and assess the implementation of healthy workplace measures. We are dedicated to being a people-oriented workplace and promoting wellness. Our staff are encouraged to be physically active by making use of our sports facilities such as fitness centres. We also organise recreational activities and team events to support their well-being and build rapport with colleagues.

3.2 Employee Benefits

Remuneration and Benefits

To attract and retain talent, we provide comprehensive remuneration packages. Our staff enjoys a range of benefits including overtime subsidies on transportation and meals, free meals for production line employees, medical benefits as well as insurance. In Dongguan, we provide additional housing or dormitory benefits to staff working at the plant. Our welfare policies follow relevant laws and regulations including Hong Kong's Employees' Compensation Ordinance (Cap. 282) and the People's Republic of China's Labour Law.

We are committed to being an understanding and supportive employer. During the COVID-19 outbreak, no employees were laid off and no pay reduction occurred even for those having difficulty in fulfilling work schedules.

其他活動包括生日派對、健康鮮果日、節日活動和手工藝品工作坊等。我們旨在讓員工參與休閒活動的同時加強他們與其他同事的聯繫，共同構建融洽關係。

在東莞，我們指派了專責小組來監督和評估工作場所中健康措施的實施情況。我們致力於營造一個以人為本的工作環境，並改善員工身心健康。我們鼓勵員工在健身中心進行體能鍛煉。我們還組織了團體康樂活動，以促進員工身體健康，同時建立同事間的融洽關係。

3.2 員工福利

薪酬及福利

為了吸引和保留人才，我們提供全面的薪酬待遇。我們的員工享有一系列福利，包括加班時的交通和膳食補貼，生產線員工的免費膳食，醫療福利以及保險等。在東莞，我們為在工廠員工提供額外的住房或宿舍福利。我們的福利政策遵循相關法律法規，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》。

我們致力於成為一個體諒和支持員工的僱主。在新型冠狀病毒爆發期間，我們並沒有解僱員工，也沒有削減未能滿足正常工作時長要求的員工的薪酬。

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Diversity and Equal Opportunity

No employees should be neglected and TWG is committed to embracing diversity. Our Staff Handbook includes anti-discrimination and harassment policies, which are with reference to anti-discrimination ordinances including Sex Discrimination Ordinance, Family Status Discrimination Ordinance, Disability Discrimination Ordinance, and Race Discrimination Ordinance of Hong Kong. Apart from group-level policies, we have developed recruitment management policy and anti-discrimination and harassment policy in Dongguan. These policies ensure equal opportunities for all our people, with zero tolerance on discrimination against race, religion, age, nationality, social status, sexual orientation, gender identity, political preference, or disability. The Whistleblowing Policy provides clear guidelines for employees to report any workplace misconduct through multiple channels. This policy safeguards the proper handling of any reported case. The Group will conduct an open investigation and publish a report if there are issues raised. We provide onboarding training to enhance employees' awareness and understanding of unethical conduct in the workplace. During the reporting year, there were no cases of non-compliant behaviour regarding discrimination and harassment.

Human and Labour Rights

We highly value human and labour rights in the Group. There are group-level and business unit-level policies in relation to local regulations in place that prohibit the use of forced labour and child labour. We strictly prohibit all forms of non-voluntary employment, including employment under any sort of threat, violence, or slavery action. This is to ensure our employees' basic rights are respected. During the reporting year, no cases of violations of human and labour rights, and child and forced labour were identified.

多元平等機會

捷榮竭力擁抱多元，任何員工都不應被忽視。我們的員工手冊中涵蓋了反歧視和騷擾政策，這些政策參考了香港的反歧視條例，包括《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》。除集團層面的政策外，我們還在東莞制定了《防止歧視及騷擾程序》。這些政策確保所有員工享有平等機會，並對一切因種族、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採取零容忍態度。我們的舉報政策為員工提供了明確的指導方針，讓他們通過不同渠道舉報在工作場所中的不當行為。此政策保障了我們正確處理任何舉報事件。一旦有任何舉報，本集團將進行公開調查並發佈調查報告。我們會提供入職培訓，以提高員工對工作場所中不道德行為的認識和理解。本報告年度內，我們沒有任何有關歧視及騷擾的違規事例。

人權及勞工權利

我們高度重視本集團的人權及勞工權利。我們按照當地法規，制定集團層面和業務層面政策來禁止使用強制勞工及童工。我們嚴禁所有形式的非自願就業，例如任何形式的威脅、暴力或奴役行為。此政策旨在確保我們員工的基本權利得到尊重。於報告年度內，我們沒有發現侵犯人權和勞工權利以及童工和強制勞工的案件。

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3.3 Employee Training and Development

Training Opportunities

To deliver quality work and services, employees should be well-equipped with technical knowledge. Our training plan which is guided by our Training Policies to cover major areas in Talent Development, Cultural Transformation, Competency Enhancement, and Professional Development are continuously being developed. We offer orientation programmes to our new hires to introduce our business structure and operations. They also receive specific training and occupational health and safety training according to their duties.

We provided on-the-job training over the year to sharpen their technical, functional and management skills. The training is tailored to the specific needs of their duties and qualification requirements, and covered topics on food safety, quality control, environmental protection, human resource management and legal regulations. For example, for crisis management, emergency supply training and food safety and quality month were held in Dongguan. We also provide regular training for employees in the production department to strengthen their knowledge and ensure their ability to maintaining our standards on food safety, good manufacturing practices, and production requirements. To further support our talents in maximising their professional potential, we provide subsidies to our employees to apply for external job-related training upon request.

3.3 員工培訓及發展

培訓機會

為了提供高質量的工作和服務，員工應具備良好的技術知識。在我們的培訓政策的指引下，本公司的培訓計劃不斷修訂，主要涵蓋人才發展、文化轉型、能力提升及專業發展等範疇。我們為新員工提供入職培訓，以向其介紹我們的業務結構及營運情況。他們亦會根據其職責接受專門培訓以及職業健康與安全培訓。

我們在過去一年為員工提供了在職培訓，以提高他們的技術、職能和管理技能。培訓內容根據他們崗位的特定需求及資格度身定造，包括食品安全、品質控制、環境保護、人力資源管理和法律法規等主題。例如，在危機管理方面，我們在東莞組織了緊急供應培訓和食品安全質量月。我們亦為生產部的員工提供定期培訓，以加強他們的知識，並確保他們能夠保持食品安全、良好的生產規範和生產要求方面的標準。為進一步支持我們的人才發揮專業潛能，我們會應員工要求資助員工申請與工作相關的外部培訓。

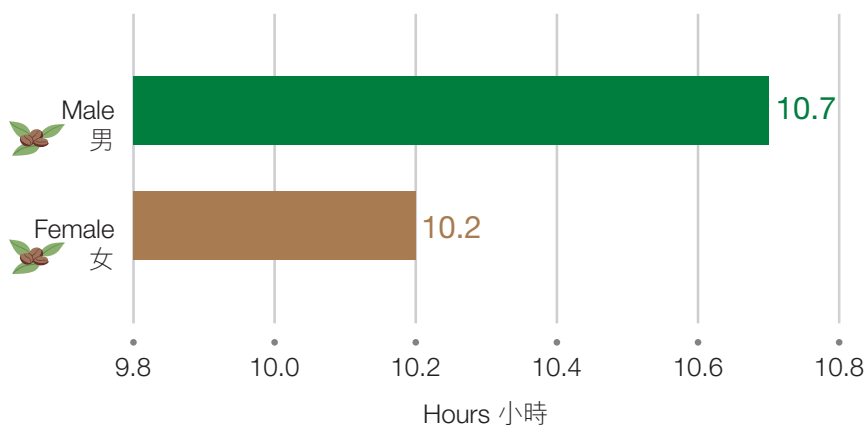


Dongguan organised food safety and quality month to raise employees' awareness
東莞組織食品安全質量月以提高員工意識

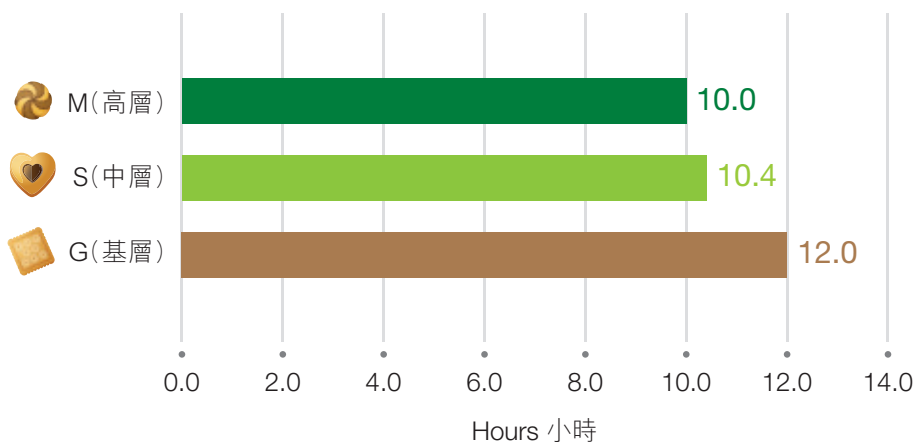
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Average training hours completed per employee by gender
按性別劃分的每名僱員完成受訓的平均時數



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



Career Progression

TWG encourages employees to seek continuous career development. Our employee's performance, ability, qualification, and experience are considered in the appraisal system. It enables our employees to improve their performance with the result. We also have a transparent internal promotion system and cross-departmental transfer procedures to help them explore their strengths, realise their potential and ensure that they have adequate development opportunities within the Group.

事業發展

捷榮鼓勵員工追求事業持續發展。在評估制度內，我們會根據員工的表現、能力、資格及經驗進行評估，從而使我們的員工能夠根據結果提升他們的表現。我們亦設有透明的內部晉升制度和跨部門的調動機制，以幫助員工發掘自身優勢，發揮潛力，並確保他們在集團內有足夠的發展機會。

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CHAPTER 4 OUR ENVIRONMENT

TWG places strong emphasis on managing environmental impacts induced by operations and enhancing its environmental performance. Our long-term sustainability commitment provides us with guidance on the Group's environmental management system and standards, which are also outlined in the IMS policy. Our guidelines and management approaches in our operations are designated to fully comply with all applicable environmental laws and regulations in areas of air emission, noise control, sewage discharge, and waste management. To further ensure compliance, Dongguan plant employed a third-party organisation to examine our noise, fume, and water emissions. No violations of Hong Kong and Mainland China's environmental laws and regulations were found. Beyond compliance, our operations in Hong Kong and Dongguan are certified with international standards, such as ISO 14001 Environmental Management Systems and Rainforest Alliance Certification.

This year, we further enhanced our climate disclosures with reference to the TCFD. We are dedicated to exploring opportunities to manage climate risks and improve climate resilience. For details, please refer to the section on Climate Change.

To demonstrate our commitment to minimising environmental impacts, we have established group-wide environmental targets in areas of energy and water. The details and current progress are shown below.

第四章 我們的環境

捷榮非常重視管理營運對環境的影響，及其環境表現的提升。我們的長期可持續發展承諾概述於綜合管理體系政策，並為我們提供有關本集團環境管理系統及標準的指引。我們的營運指引及管理方法旨在全面遵守有關廢氣排放、噪音控制、污水排放及廢物管理的所有適用環境法律及法規。為進一步確保合規性，東莞廠房聘請第三方機構對我們的噪音、廢氣污水排放進行審核，且無發現違反香港及中國內地環境法律及法規的情況。除合規性外，我們於香港及東莞的業務已通過國際標準認證，如ISO 14001環境管理體系及雨林聯盟認證。

今年，我們參考TCFD進一步加強氣候披露。我們致力探索管理氣候風險及提高氣候韌性的空間。詳情請參閱《氣候變化》章節。

為兌現我們對減少環境影響的承諾，我們已制定集團層面有關能源及水的環境目標。詳情及目前進展如下所示。

Environmental Target 環境目標	Progress in 2022 2022年進展
Reduce electricity consumption by 1.2% by 2025 with a baseline year of 2019 以2019年為基準年，於2025年前減少1.2%電力消耗	In progress 進行中
Reduce water consumption by 1.3% by 2025 with a baseline year of 2019 以2019年為基準年，於2025年前減少1.3%耗水量	Achieved 已達成

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The Group also formulated appropriate environmental quantitative and qualitative targets in our Dongguan plant, which serve as benchmarks for evaluating our environmental progress. We assess our performance annually to ensure that the results align with our ESG goals. We are pleased to announce that in 2022, our Dongguan plant achieved all of its environmental objectives.

本集團亦於東莞廠房制定合適的環境定量及定性目標，作為評估我們環境進度的基準。我們每年定期評估我們的表現，以確保結果與我們的ESG目標一致。於2022年，我們的東莞廠房已達到所有環境目標。

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 the 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)
4	Air pollutant emissions meet specified standards 廢氣排放達標	Comply with Local Standard of Guangdong Province "Emission Limits of Air Pollutants" (DB44/27-2001) 符合廣東省地方標準《空氣污染物排放限值》(DB44/27-2001)
5	Emission of oily fumes meets specified standards 油煙排放達標	Comply with the National Standard of the People's Republic of China "Emission Standard of Cooking Fume" (GB184383-2001) 符合中華人民共和國國家標準《飲食業油煙排放標準》(GB184383-2001)
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%

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It is important for TWG to promote green office concepts as we hope to instil environmentally sustainability practices in our employees. To further advance their understanding of environmental management, the Group holds internal training sessions on ISO 14001, the Rainforest Alliance audit, and internal and external assessment.

4.1 Energy Consumption and Air Emission

TWG recognises the importance of energy management and has developed several energy reduction initiatives in our operations. We continued to implement green office initiatives in Hong Kong, including increasing the use of LED lights and T5 lamps and full installation is expected to be completed by 2024. We closely monitored the electricity usage of Dongguan operations to assess the viability and effectiveness of the Group's energy-saving initiatives. In Dongguan, we maintained the usage of LED lamps to enhance energy efficiency, achieving 70% of the total coverage. To reduce energy use, the Group also put in place a smart energy control system and adopted "Grade 1" energy label equipment. We update our employees regularly on energy conservation via notice, email, and office automation ("OA") system to increase their knowledge of energy saving.

The major energy consumption of the Group is contributed by the production and supply chain operations. To enhance energy reduction capabilities, our bottled liquefied petroleum gas was substituted with natural gas pipelines to support the coffee roaster fuelling operations in Dongguan. The planned renovation of plant facilities and replacement of roaster's afterburner with water scrubber which was postponed due to COVID-19 is expected to be completed by the next reporting year. In efforts to reduce emissions by our Hong Kong plant, we plan to install a new roaster with town gas instead of diesel. In addition to energy consumption reduction, it helps to filter organic particles and odours from the flue gas and even lower other air emissions. The filtration equipment in the Dongguan plant also reduces particle emissions for instant beverage production.

我們希望向員工灌輸環境可持續的實踐，因此推廣綠色辦公的理念對捷榮來說非常重要。為了進一步加深他們對環境管理的理解，本集團舉辦了有關 ISO 14001 的培訓和雨林聯盟審核，以及內部和外部評估。

4.1 能源消耗及廢氣排放

捷榮意識到能源管理的重要性，並在我們的營運中制定了多項節能措施。我們繼續在香港推行綠色辦公室措施，包括增加LED燈和T5 LED光管的使用，預計將於2024年完成全部安裝。我們密切監測東莞業務的用電量，以評估集團節能舉措的可行性和有效性。在東莞，我們繼續使用LED燈以提高能源效率，達到70%的總覆蓋率。為減少能源使用，本集團亦設置智能能源控制系統，並採用一級能源標籤設備。我們定期通過通告、電子郵件和辦公自動化系統向員工發放最新的節能措施，以增加他們的節能知識。

本集團的主要能源消耗來自生產及供應鏈運作。為提升節能減排能力，我們將瓶裝液化石油氣替換為天然氣管道，以支持東莞咖啡烘焙業務。因新型冠狀病毒而推遲的廠房設施翻新和以水洗滌器取代咖啡炒爐的後燃機計劃將預計將在下一個報告年度完成。為了減少我們香港廠房的排放，我們計劃安裝一個新炒爐，以煤氣代替柴油。除了降低能耗外，亦有助於過濾煙氣中的有機顆粒和氣味，甚至減少其他空氣排放物。東莞廠房的過濾設備亦減少了速溶飲料生產過程中的顆粒物排放。

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For our logistics arm, the Group continued to adopt Euro 5 diesel cars, which resulted in significant reductions in air pollution. To further reduce diesel consumption, our Logistics Team designed the shortest and most efficient routes based on geographical locations and performs regular review.

Our dedication to energy conservation was widely recognised. In addition to the Energywise Certificate, TWG received the Hong Kong Awards for Environmental Excellence Certification under the sector of manufacturing and industrial service for our pursuit of environmental performance in 2021 during the reporting year.

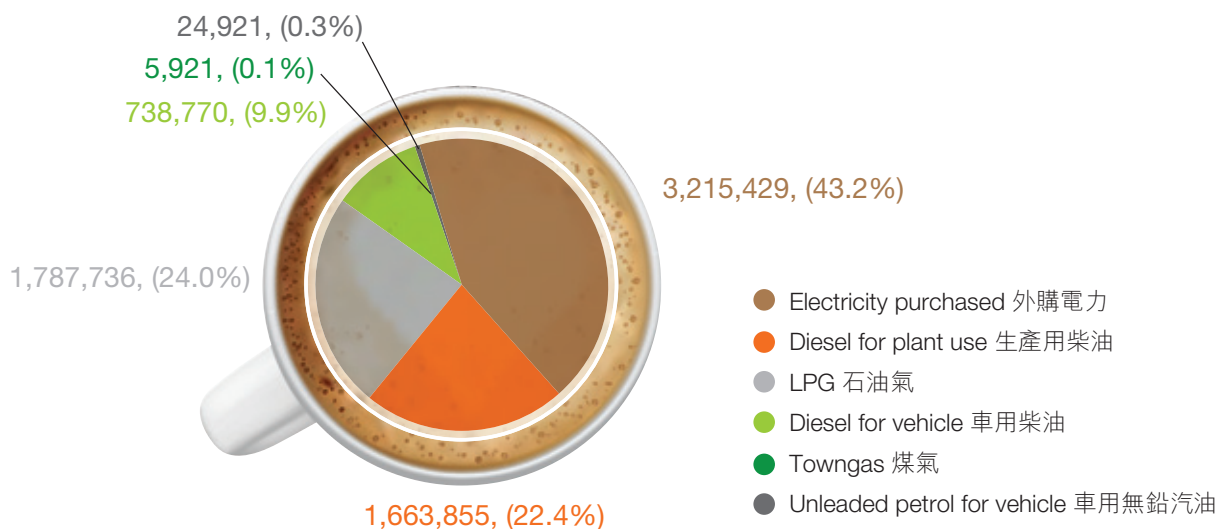
Compared to last year, the energy intensity of TWG has raised by 14.15% while the total energy consumption has reduced by 2.17%. It contributed to a total 2,760 tonnes of carbon dioxide equivalent (CO₂e) greenhouse gas this reporting year, accounting for 1% more than the previous year. Understanding the importance of emission management on our manufacturing process and transportation, TWG will continue its efforts on reducing energy usage and managing air emissions.

至於我們的物流部，本集團繼續採用歐盟五期柴油車輛，從而顯著減少了空氣污染。為了進一步減少柴油消耗，我們的物流團隊根據地理位置設計了最短和最高效的路線，並定期進行檢視。

我們對節約能源的貢獻得到了廣泛認可。除了節能證書外，捷榮在本報告年度還獲得了2021年香港環境卓越大獎(製造和工業服務界別)，以表彰我們的環境表現。

與去年相比，捷榮的能源密度提高了14.15%，而總能源消耗則下降了2.17%。在本報告年度中，排放了2,760噸二氧化碳當量的溫室氣體，比上一年增加了1%。捷榮明白排放管理對我們的製造過程和運輸的重要性，將繼續努力減少能源使用和管理空氣排放。

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



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4.2 Waste Management

TWG strives to incorporate industry best practices in our waste management systems to reduce waste generation. The quantity of waste produced is constantly monitored, and different types of waste generated by our operation including general waste, recyclable waste, and hazardous waste from industrial facilities and offices are treated separately. In order to promote recycling, we set up areas for waste collection and storage of recyclable raw materials packaging, such as burlap, metal, plastic, and paper cardboard. These materials are frequently collected by certified recycling companies. We stress the importance of handling hazardous waste properly. Fluorescent tubes, laboratory organic solvent, used chemical or organic solvent drums, and used machine oil are stored separately from other wastes and in designated locations in accordance with local regulations. Qualified service providers collect and recycle these materials, ensuring that these are disposed of safely. During the reporting year, our Dongguan operations met the goal of 100% hazardous waste recycling.

In Dongguan plant, we appointed a third party to verify the compliance of our wastewater discharge with all applicable laws and regulations. New technology was introduced into our production process to minimise wastewater output, such as adding air compressors that filter contaminants and oil from wastewater which resulted in cleaner discharge water. Also, we have newly installed “Less Wastewater” intelligent monitoring and management system in four of the wastewater collection tanks. With the CCTV monitoring system, liquid level sensor and online water meter monitoring systems, we monitor wastewater discharge and treatment.

4.2 廢棄物管理

捷榮努力將行業最佳實踐納入我們的廢棄物管理系統，以減少廢物的產生。我們持續監控產生的廢棄物數量，並分開處理我們營運中產生的不同類型的廢棄物，包括一般廢棄物、可回收廢棄物以及來自廠房設施和辦公室的有害廢棄物。為了促進回收利用，我們設立了垃圾收集區和儲存可回收包裝原料的區域，例如粗麻布、金屬、塑料和紙板。這些材料定期由已認證的回收公司收集。我們重視妥善處理有害廢物。我們將熒光燈管、實驗室有機溶劑、用過的化學品或有機溶劑的廢桶以及用過的機油根據當地法規於指定區域與其他廢棄物分開存放。這些材料會由持牌服務供應商進一步收集及回收，確保安全地處置這些材料。於報告年度，我們的東莞業務實現了危險廢物回收率100%的目標。

在東莞廠房，我們委託了第三方核實我們的廢水排放符合所有適用的法律法規。我們在生產過程中引進先進技術來盡量減少廢水排放，例如安裝空氣壓縮機來過濾廢水中的污染物和油，使排放水更潔淨。此外，我們在四個污水收集池中添加了「零星廢水」智能化監控管理系統。通過閉路電視監控系統、水位監測和水計量在線監測系統，我們對廢水排放和處理進行監控。

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The Group is actively promoting waste minimisation by enforcing internal initiatives to encourage reuse and recycling among employees. We set up recycling containers in our offices and recyclable materials are collected and sent to external parties for reuse processing. Old stationeries are placed in public areas to extend their lifespan. In addition, we have launched the Office Olympics since 2020 to motivate our staff to minimise the use of paper and printer. A departmental stationery order management system was also put in place to reduce the number of new stationery orders.

As a tea and coffee solutions company, we recognise the importance of coffee grounds recycling. During the reporting year, we participated in the ECF Food Sharing and ECF Coffee Parade. 522 kg coffee grounds were collected since June 2022 and they were upcycled by “New Life Farm” and become their fertilisers.

4.3 Resource Consumption

The Group is committed to minimising resource consumption through efficient resource management to lessen the situation of resource paucity on the globe.

Water consumption

To demonstrate our commitment to reserving water resources, we have developed a 1% annual target for water consumption reduction in Hong Kong. We regularly monitor our water consumption and patterns in different operational units to ensure the operation of water taps and pipes. In case of any malfunction, we enforce maintenance work in time to reduce leakage and waste losses. In Dongguan plant, we apply UV light technology to the sanitisation of common areas and ozone to clean air-conditioner ducts. Apart from these initiatives, we also raise our staff's awareness of water conservation by placing signs at the pantry and restroom, resulting in water usage of 3.1 m³ per tonnes of products per month.

本集團通過推行內部措施來鼓勵員工重用及回收，積極推動廢物減量。我們在辦公室設置回收箱，收集可回收材料並交到外部團體進行重用，並將舊文具放置在公共區域以延長其使用壽命。此外，我們從2020年開始推出辦公室奧運會，以激勵我們的員工盡量減少使用紙張和打印機，實施部門文具訂單管理系統，以減少訂購新文具的數量。

作為一家茶葉和咖啡產品策劃服務公司，我們明白咖啡渣回收的重要性。於報告年度內，我們參加了「食得滿FUN」計劃和「咖啡巡禮」。自2022年6月起，收集了522公斤咖啡渣，並讓「新生會農場」將它們升級再造，成為其肥料。

4.3 資源消耗

本集團致力於通過有效的資源管理將資源消耗降至最低，以緩解全球資源匱乏的狀況。

耗水量

為了表明我們對保護水資源的承諾，我們在香港制定了每年減少1%的用水量目標。我們定期監控不同營運單位的用水量和模式，以確保水龍頭和水管的運作。如有任何故障，我們會及時進行維護工作，以減少洩漏和浪費。在東莞廠房，我們應用紫外光技術對公共區域進行消毒，並應用臭氧技術清潔空調管道。除了這些措施，我們還通過在休息間和洗手間放置提示來提高員工的節水意識，使每月每噸產品的用水量為3.1立方米。

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Paper Consumption

As part of our goal to reduce the amount of paper consumption in office operations, we have set a 2% year-over-year reduction target for paper consumption in Hong Kong. We utilise the OA system to process everyday operational paperwork on the e-platform to reduce paper copies. The OA system also helps to streamline processes and reduce human error. To encourage paper conservation, we periodically track each department's monthly paper usage, and we aggressively disseminate paper-saving tips to employees via email reminders and posters. This year, the amount of paper consumption has decreased by 2.2% in Hong Kong. We will further explore paper consumption reduction opportunities in the future.

Product Packaging

TWG is aware of the negative environmental impacts brought by single-use packaging and hence we have put in a lot of effort into researching sustainable packaging. In order to lessen the negative impacts on the environment, we adopted ecologically friendly adhesive and ink for the printing of aluminium film on our packaging that is manufactured in Dongguan.

Coffee and Tea's Impact on the Environment

As a coffee and tea supplier, we recognise the relationship between the environment and the production of coffee and tea crops. Land modification for coffee and tea growing may result in a potential loss of biodiversity, while the use of agrochemicals and pesticides may create land pollution. Even though the environmental problems do not impact our business operations immediately, we recognise our responsibility to prevent these indirect environmental repercussions by employing sustainable supplier management practices. More details of our sustainable practices are disclosed in the Supporting Sustainable Procurement section.

紙張消耗

為了實踐減少辦公室用紙量的目標，我們為香港業務訂下用紙量按年減少2%的目標。我們利用辦公室自動化系統在電子平台上處理日常營運文書工作，以減少紙本印刷。辦公室自動化系統還有助於簡化流程並減少人為錯誤。為鼓勵節約用紙，我們定期監測每個部門每月的用紙量，並通過電子郵件和海報積極向員工傳播節約用紙的技巧。今年，香港的用紙量減少了2.2%，未來我們會繼續探索減少用紙量的空間。

產品包裝

捷榮意識到一次性包裝對環境帶來的負面影響，因此我們致力研究可持續包裝。為了減少對環境的負面影響，我們在東莞生產的包裝上採用環保膠水和油墨來印刷鋁膜。

咖啡及茶對環境的影響

作為咖啡和茶葉的供應商，我們理解到環境與咖啡和茶葉種植之間的關係。因咖啡和茶葉種植進行而導致的土地變更可能引致生物多樣性的潛在損失，而農藥和殺蟲劑的使用可能造成土地污染。儘管環境問題不會對業務營運產生即時影響，我們明白到我們有責任通過採用可持續的供應商管理實踐來防止這些間接的環境影響。更多有關我們可持續實踐的詳情，請參閱《支持可持續採購》章節。

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4.4 Climate Change

The Group recognises climate change as a major challenge to the globe and TWG's business. Meanwhile, we understand the responsibility to minimise climate risks while simultaneously enhancing climate resilience. This year, the Group enhanced its climate disclosure based on four major pillars: Governance, Strategy, Risk Management and Metrics & Targets, according to the recommendations of the TCFD.

Governance

The Board provides oversight on climate-related issues through annual board meetings. Climate risks and climate management including management strategy, identified risks and mitigation measures are reviewed and reported to the Board regularly.

The RMOC Team, composed of key managers and representatives from different business units and relevant department heads is responsible for identifying, reviewing, and monitoring the ESG risk including climate-related risks. In addition, the Operation Control Department reviews the effectiveness of the risk management and internal control system annually.

For details of the climate risk governance structure, please refer to ESG Governance section.

Our Climate Change Policy outlined our strategy for climate mitigation and resilience and adaptability building in the Group. The policy provides guidelines for addressing climate risks in areas of energy efficiency and conservation, use of renewable energy, packaging, raw material sourcing, waste management, and GHG emissions thus raising awareness on sustainability and environmental issues across the Group's entire operations. In order to assess the continuous applicability and ensure compliance, the policy is examined regularly.

4.4 氣候變化

本集團意識到氣候變化是全球和捷榮業務面臨的重大挑戰。同時，我們知道降低氣候風險和增強氣候韌性是我們的責任。今年，本集團根據TCFD的建議，加強了四個核心類別的氣候披露：治理、策略、風險管理和指標與目標。

治理

董事會通過年度董事會會議對氣候相關問題進行監督，氣候風險和氣候管理由董事會定期審查，包括管理策略、已識別的風險和緩解措施。

由來自不同業務部門的主要管理人員和代表以及相關部門負責人組成的風險管理及營運監控小組負責識別、檢視和監察ESG風險，包括氣候相關風險。此外，營運監控小組每年檢討風險管理及內部監控系統的有效性。

有關更多我們氣候風險管治的詳情，請參閱《ESG管治》章節。

我們的氣候變化政策概述了我們在集團內減緩氣候變化以及建立韌性和適應性的策略。該政策為應對能源效率和保護、可再生能源的使用、包裝、原材料採購、廢物管理和溫室氣體排放等領域的氣候風險提供了指導方針，從而提高了集團整個營運部門對可持續性和環境問題的意識。為了評估持續適用性並確保合規性，我們會定期審查政策。

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Strategy

To better address the challenges of climate change and enhance the disclosure level on relevant impacts, the Group has developed a 3-year TCFD Roadmap to expand our climate change management capability. Step-by-step, we aspire to align with the TCFD recommendation framework by 2025.

During the current reporting year, TWG performed climate risk assessment to identify major physical and transition risks affecting our business and supply chain. In the coming reporting years, the Group will proceed to climate scenario analysis and risk mapping exercise to illustrate the projection of climate outcomes, formulate concrete approaches to address potential risks and prevent negative impacts on our business.

Risk Management

A third-party consultant is engaged to begin our climate risk assessment enhancement. Considering business nature and geographical location, material climate risks across business operations and along our supply chain have been identified, providing the Group with a more comprehensive picture to manage specific climate risks. The material risks were reviewed in the Board meeting with internal discussion and evaluation. The following tables show the identified physical and transition risks for TWG.

策略

為更好應對氣候變化挑戰和加強相關影響的披露，本集團制定了為期三年的TCFD藍圖，以提升氣候變化管理能力。我們希望在2025年之前逐步與TCFD框架建議保持一致。

在本報告年度，捷榮進行了氣候風險評估，以識別影響我們業務和供應鏈的主要實體和轉型風險。在未來的報告年度，本集團將繼續進行氣候情景分析和風險配對，以預測氣候結果，制定具體方法來應對潛在風險並防止對我們業務的產生負面影響。

風險管理

我們聘請了第三方顧問來啟動我們的氣候風險評估。考慮到業務性質和地理位置，我們已識別到業務營運和供應鏈中的重大氣候風險，為集團提供更全面的信息來管理特定的氣候風險。董事會通過在會議中進行內部討論和評估來檢視重大風險。下表顯示了捷榮已識別的實體和轉型風險。

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Risk Type 風險類型	Risk 風險	Expected Impact 預期影響
Acute 急性	Typhoon 颱風	<p>Abnormal weather poses damages on crops growing and factory facilities, leading to raw material price increase with drop in supply, additional maintenance cost and production interruption.</p> <p>異常天氣對農作物生長和工廠設施造成損害，導致原材料價格上漲，供應減少，新增額外的維修成本和導致生產中斷。</p>
	Extreme precipitation 極端降水	
	Water stress 缺水	
Chronic 慢性	Drought 乾旱	<p>Coffee and tea crops have high demands for fresh water and there is high competition in water withdrawal in various suppliers' locations.</p> <p>咖啡和茶葉作物對淡水的需求量大，各個供應商所在地的取水競爭激烈。</p>
	Extreme heat/ temperature rise 極熱/溫度升高	<p>Drought affects the water supply for business operations and growth of raw materials.</p> <p>乾旱影響企業營運的供水和原材料的生長。</p>
Policy and legal risk 政策和法律風險		<p>Temperature rise leads to increase of operation cost with higher demand on air-conditioning and lower production of raw materials.</p> <p>溫度升高導致營運成本增加、對空調的需求增加、原材料的產量下降。</p>
Market risk 市場風險		<p>Aggressive government policies are anticipated in Mainland China and Hong Kong for enforcing the transition to a low-carbon economy, including developing new energy to achieve carbon peak and carbon neutrality, and enhancing environmental disclosure.</p> <p>預計中國內地和香港政府將推出積極的政策，以強制向低碳經濟轉型，包括開發新能源以實現碳達峰和碳中和，以及加強環境信息的披露。</p>
		<p>Customers and investors have higher expectations for green food and beverage operations.</p> <p>客戶和投資者對綠色食品和飲料業務有更高的期望。</p>

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To attain the goal of sustainability, the Group makes endeavours to promote and invest in technologies that provide alternatives with sustainable products and services for goods and services. Our procurement programmes take environmental impacts into consideration. In order to reduce the negative effects of employees' activities on the environment, we provide training to our employees to educate them on the consequences and set KPIs and goals to monitor their activities.

On top of the energy consumption reduction measures mentioned in Energy Consumption and Air Emission section, we have developed mitigating actions to address our identified climate risks in our supply chain.

For general climate risk management in procurement, we estimate local climate conditions and analyse how coffee and tea crops might be impacted in the short term and long term by collecting annual reports from our suppliers and organisations like the Agricultural Society of USA. Apart from climate risk assessment, these steps assist us in developing a full understanding and help us make purchase decisions for raw materials. Additionally, in order to reduce our reliance on a single supplier from a particular region and increase the consistency of our product supply, we buy coffee and tea from a variety of vendors. We have continuously increased our product sourcing pipeline and built a list of approved suppliers in case our main supply source is impacted.

Metrics and Targets

TWG has developed a group-wide short-term target on energy consumption. For details, please refer to the corresponding sections under "Our Environment". Additionally, the Group will explore the opportunity to develop long-term climate-related targets in the future.

For our climate-related performance, including scope 1 and scope 2 emissions, please refer to Performance Data Summary.

為了實現可持續發展的目標，本集團努力推廣和投資商品和服務的可持續替代品的技術。我們的採購計劃將環境影響考慮在內。為了減少員工活動對環境的負面影響，我們為員工提供培訓，並教育他們其行為導致的後果，以及設定關鍵績效指標和目標來監察他們的活動。

除了《能源消耗和廢氣排放》章節中提到的能源消耗的節能措施之外，我們還制定了緩解措施來解決我們在供應鏈中識別的氣候風險。

對於採購中的一般氣候風險管理，我們預測當地的氣候狀況，並通過從我們的供應商和美國農業協會等組織收集年度報告，分析咖啡和茶作物在短期和長期內可能受到的影響。除了氣候風險評估之外，這些步驟還有助於我們全面了解原材料並幫助我們作出採購決策。此外，為了減少我們對來自特定地區的單一供應商的依賴並提高我們產品供應的一致性，我們從多個不同的供應商購買咖啡和茶。我們不斷增加我們的產品採購渠道，並建立了一份認可的供應商名單，以防我們的主要供應來源受到影響。

指標和目標

捷榮制定了集團層面的短期能源消耗目標，詳情請參閱《我們的環境》中的相應章節。此外，集團將會探索未來制定長期氣候相關目標的機會。

有關我們的氣候相關績效，包括範圍1和範圍2排放，請參閱《績效數據摘要》。

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CHAPTER 5 OUR COMMUNITY

TWG is aware of its obligation to serve the community and give back to society. Together with our partners and employees, the Group contributed HK\$160,000 and 189 hours of community service during the reporting year.

5.1 Promotion of Coffee Culture

The Coffee Academy programme in Dongguan is the key channel for us to promote professional coffee-making skills and impart knowledge to interested parties. The programme attracts more talents to engage in advanced coffee training and cultivate their interest in coffee.

第五章 我們的社區

捷榮意識到我們有義務服務社區並為社會作出貢獻。在合作夥伴及全體員工的共同努力下，集團於本報告年度共捐贈了16萬港元及貢獻了189小時的社區服務。

5.1 推廣咖啡文化

東莞的公益咖啡學院（「公益學院」）是我們向有興趣的人士推廣專業咖啡製作技巧和知識的重要渠道。此計劃吸引更多人才來參與高級咖啡培訓，以培養他們對咖啡的興趣。



Case Study 案例

Fostering Talents with the Coffee Academy 通過公益學院培養人才

During the reporting year, TWG continued to operate the Coffee Academy with the Hengli Social Governance Collaborative Innovation Centre so as to engage the community and promote coffee culture. TWG strives to equip the underprivileged with coffee brewing knowledge and provide opportunities for them to kickstart their coffee-making journey through the Coffee Academy.

The Coffee Academy has served over 180 people in its five years of operation. This year, three training sessions with over 40 participants were conducted successfully.

於本報告年度內，捷榮繼續與橫瀝社會治理協同创新中心合營公益學院，以吸引社區參與並推廣咖啡文化。捷榮致力於協助弱勢群體學習咖啡沖煮知識，並為他們提供機會透過公益學院開啟咖啡製作之旅。

公益學院在五年的營運已服務了超過180人。今年，我們成功舉辦了三期培訓課程，超過40人參加。



Coffee Training Session
咖啡培訓課程

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Case Study 案例

In December 2022, TWG collaborated with an enterprise and the Hengli Social Governance Collaborative Innovation Centre to develop a new Coffee Academy at Carbon-Neutral Industrial Park. It combined the concept of Carbon Neutrality and the Public Coffee Bar. Therefore, unlike other classes, the 17th batch of participants are formed by talents from various enterprises. The learning programmes also focus on business operational skills, preparing the graduates to work at the new Coffee Academy in the future.

2022年12月，捷榮與企業及橫瀝社會治理協同創新中心合作，在智慧零碳工場設立新公益學院。該學院結合了碳中和與益企啡吧的概念。因此，第17期課程由各企業人才組成，與其他期的課程不同。學習計劃側重於商業營運技巧，為畢業生將來在新公益學院工作做好準備。



The Coffee Academy at Carbon-Neutral Industrial Park
智慧零碳工場的公益學院

Driving Collective Impacts in the Community

The Hengli Community Academy (the “Community Academy”) encourages members to commit the same amount of time to learning and giving back to the community, following the 1:1 Training: Community Principle. The Public Coffee Bar established in 2020 serves as an important platform for graduates from the Coffee Academy to hone their coffee-making abilities. Profits generated from the activities are donated to charitable organisations to fund other social initiatives.

推動社區的集體影響

橫瀝社區學院(「社區學院」)鼓勵成員秉承「1:1的公益培訓」的原則，在學習及社區服務投入相同時間。2020年，公益學院與橫瀝社會治理協同創新中心共同成立的益企啡吧是公益學院畢業生磨練咖啡製作技能的重要平台。活動產生的利潤將捐贈給慈善組織，以資助其他社會活動。

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Case Study 案例

The Community Academy established with collaboration with the Hengli Social Governance Collaborative Innovation Centre in 2021 continued to encourage businesses and community organisations to contribute collective social impacts in Hengli. Four key services are provided in the Community Academy, including training programmes, the Public Coffee Bar, community care initiatives, and community council meetings.

To expand the service of Public Coffee Bar, TWG established a Public Coffee Bar experience hall in Xinsi Village to serve the local people. The experience hall serves as a multi-purpose venue which holds different activities, such as general meeting, volunteering activities and mental consulting services. It aims to promote the concept of cohesiveness and sharing in the community. People can also gain hands-on experience in making lemon tea, coffee and egg waffles in the hall. Leveraging these platforms, we continue to promote shared value concepts to our community.

2021年與橫瀝社會治理協同創新中心合作成立的社區學院將繼續鼓勵企業和社區機構為橫瀝創造集體的社會影響力。社區學院主要提供四項服務，包括培訓課程、益企啡吧、社區關懷活動和社區會議。

為了擴大益企啡吧的服務，捷榮在新四村建立了益企啡吧體驗空間，為當地居民提供服務。該體驗空間是一個多功能場地，可以舉辦不同的活動，如會議、義工活動及心理諮詢服務等，旨在促進社區凝聚力及共享概念。居民還可以在這裡體驗親手製作檸檬茶、咖啡和雞蛋仔。利用這些平台，我們將繼續向社區推廣共享價值的概念。



The Public Coffee Bar experience hall in Hengli
橫瀝益企啡吧體驗空間

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5.2 Local Community Development

We invite our employees to serve and contribute to the community through volunteering, donation, and sponsorship. Our community investments concentrate in four key areas: nurturing the youth, community care, supporting athletes and sports events, and environmental care.

Volunteering

Apart from the Coffee Academy, four volunteering division teams comprising the Coffee Academy's graduates were established to serve the local community and have gathered more than 600 members. The volunteer team engaged the community in services related to family, the elderly, and environment. During the reporting year, the students and instructors of the Coffee Academy organised and participated in over 25 community service activities, such as food and lemon tea-making sessions, clean-up activities and elderly visits. In addition, at the free medical services held at the Public Coffee Bar, the volunteering team helped to prepare and deliver free meals for the local elderly and people with special needs and more than 600 people were benefited.



The volunteering team participated in the clean-up activity
義工隊參與清潔活動

In Hong Kong, the volunteering team co-organised a nature experience campaign with InspiringHK for InspiringHK's student members. Students were able to get close to the nature and experience organic farming, which widened their exposure to nature and the environment.

5.2 本地社區發展

我們鼓勵員工通過志願服務、捐款及贊助為社區服務做出貢獻。我們的社區投資主要集中在四個關鍵領域：培育青少年、社區關懷、支持體育發展，以及環境保育。

義工活動

除公益學院外，我們還成立了四支由公益學院畢業生組成的義工隊以服務當地社區，目前已有600多名成員。義工隊開展與家庭、老人及環境有關的志願活動。於本報告年度內，公益學院的學生及導師組織及參與超過25項社區服務活動，包括食品及檸檬茶製作課程、清潔活動及探訪長者活動等。此外，在益企啡吧舉辦的免費醫療服務中，義工隊幫助當地長者及有特殊需要的人士準備並贈送餐食，惠及逾600人。

在香港，義工隊聯同凝動香港體育基金為凝動的學生舉辦體驗大自然活動。學生們能夠親近大自然並體驗有機耕種，增加了他們與自然環境接觸的機會。

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Youth Development

Our community activities also focus on local youth development. The TWG Work Experience Programme provides internship opportunities for students, enabling them to experience working life and develop career plans. Additionally, TWG took part in the Business-School Partnership Program (BSPP) organised by the Education Bureau, which equips students with job skills and improves their job competence.



Job tasting experience in TWG
在捷榮體驗職場活動

青少年發展

我們的社區活動也重視當地青少年的發展。捷榮職場體驗計劃為學生提供了實習機會，使他們能夠體驗工作生活並制定職業規劃。此外，捷榮還參與了由教育局舉辦的「商學院合作計劃」，裝備學生的工作技能並提高他們的工作能力。



Donation and Sponsorship

The Group supports our community partners through financial aid and in-kind donations. During the reporting year, 21 of our employees participated in the Online Community Chest Walk for Millions to support families and children in need, contributing more than 80 hours and donating \$60,000. We also joined the YO Virtual Walk 2022 organised by the Youth Outreach and donated \$40,000 to raise public awareness of local at-risk youths.

Apart from participating in volunteering activities held by InspiringHK, we donated \$60,000 to the InspiringHK Sports Foundation to promote local youth sports development. We also continued to donate food and beverage products to community organisations. This year, we sent food and beverages to FOOD-CO, Foodlink Foundation and Food Angel to support those in need. In Dongguan, we also donated food to local communities, including coffee and milk tea products to Women's Federation in Hengli.

捐款及贊助

本集團通過經濟援助及實物捐贈支持我們的社區合作夥伴。在報告年度內，我們有21名員工參加了「公益金線上百萬行」，以支援有需要的家庭和兒童，貢獻了80多個小時並捐贈了60,000港元。我們亦參與了由協青社舉辦的「協青慈善行」，並捐贈40,000港元，以提高公眾對本地高危青少年的認識。

除了參與凝動體育基金舉辦的義工活動外，我們還向其捐款60,000港元，以促進本地青少年的體育發展。我們亦繼續向社區機構捐贈餐飲產品。今年，我們向FOOD-CO、膳心連基金會及Food Angel捐贈了食品及飲料，以支援有需要的人。在東莞，我們亦向當地社區捐贈糧食，比如向橫瀝婦女聯合會捐贈咖啡及奶茶產品。

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PERFORMANCE DATA SUMMARY

績效數據摘要

	Unit 單位	FY2022 二零二二年度	FY2021 二零二一年度	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	1,029	1,109 ²	903
Indirect GHG emissions (Scope 2) ³ 間接溫室氣體排放量(範圍2) ³	tonnes CO ₂ e 噸二氧化碳當量	1,716	1,635 ²	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	2,745	2,744 ²	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	0.351	0.301 ²	0.285
Waste disposal 產生廢棄物				
Hazardous waste 有害廢棄物	tonnes 噸	2.0	1.5	1.0
Non-hazardous waste 無害廢棄物	tonnes 噸	163.6	130.6	116.4
Hazardous waste per tonnes of product 按每噸產品計的有害廢棄物	tonnes/tonnes of product 噸/噸產品	0.0003	0.0002	0.0001
Non-hazardous waste per tonnes of product 按每噸產品計的無害廢棄物	tonnes/tonnes of product 噸/噸產品	0.021	0.014	0.014

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 2021 data was restated to reflect actual situation.

2021年的數據重列以反映實際情況。

³ Indirect GHG emissions (Scope 2) are calculated based on emission factors available from CLP's and Towngas' sustainability report and The Ministry of Ecology and Environment of People's Republic of China (2019).

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》及中華人民共和國生態環境局(2019)的排放因子計算出來。

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Waste recycled 回收廢棄物				
Paper 紙	tonnes 噸	90.3	58.4	46.2
Plastic 塑膠	tonnes 噸	13.8	11.2	11.3
Burlap 粗麻布	tonnes 噸	25.1	24.7	22.9
Metal 金屬	tonnes 噸	0.9	0.8	0.6
Energy consumption 能源耗量				
Electricity purchased 外購電力	kWh 千瓦時	3,215,429	3,131,608 ²	2,806,488
Diesel for plant use 廠房柴油	Litre 升	169,200	185,000	159,800
LPG 液化石油氣	Kg 千克	128,258	130,684	89,136
Towngas 煤氣	Unit 單位	444	491	454
Unleaded petrol for vehicle 汽車無鉛汽油	Litre 升	2,815	2,075	4,562
Diesel for vehicle 汽車柴油	Litre 升	75,127	81,810	74,590
Total energy consumption 能源總耗量	kWh 千瓦時	7,436,632	7,601,792 ²	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	952	834 ²	778
Water consumption 耗水量				
Total water consumption 總耗水量	m ³ 立方米	24,068	16,357	19,493
Total water consumption tonnes of product produced 按每噸產品計的總耗水量	m ³ /tonnes of product produced 立方米/噸產品	3.1	1.8	2.4

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	Unit 單位	FY2022 二零二二年度	FY2021 二零二一年度	FY2020 二零二零年度
Major packaging materials used 主要包裝材料				
Paper and wood 紙及木	tonnes 噸	714	819	750
Plastic 塑膠	tonnes 噸	224	194	77
Others 其他	tonnes 噸	0	0	115
Major packaging materials used per tonnes of product 按每噸產品計的主要包裝材料	tonnes/tonnes of product 噸/噸產品	0.120	0.111	0.115
Social performance 社會績效				
Employee profile (as of December 31 2022) 僱員資料(截至2022年12月31日)				
Total workforce 僱員總數	no. of people 人數	407	442	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	400	435	464
Contract 合約	no. of people 人數	7	7	3
Total workforce by employment type 按僱傭類型劃分的僱員總數				
Full-time 全職	no. of people 人數	400	442	467
Part-time 兼職	no. of people 人數	7	0	0
Total workforce by gender 按性別劃分的僱員總數				
Male 男性	no. of people 人數	233	255	270
Female 女性	no. of people 人數	174	187	197

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	Unit 單位	FY2022 二零二二年度	FY2021 二零二一年度	FY2020 二零二零年度
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	50	83	107
31-50 31-50歲	no. of people 人數	269	288	290
Above 50 50歲以上	no. of people 人數	88	71	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	209	207	227
Mainland China 中國內地	no. of people 人數	198	235	240
Employee turnover 僱員流失				
Employee turnover rate 員工流失比率	%	23.09%	30.60%	24.29%
Employee turnover rate by gender 按性別劃分的僱員流失比率				
Male 男性	%	23.73%	29.93%	23.67%
Female 女性	%	22.29%	31.51%	25.13%
Employee turnover rate by geographical region 按地區劃分的僱員流失比率				
Hong Kong 香港	%	22.85%	40.03%	13.69%
Mainland China 中國內地	%	23.32%	21.88%	33.13%
Employee turnover rate by age group 按年齡組別劃分的僱員流失比率				
30 or under 30歲或以下	%	54.00%	45.78%	NA
31-50 31-50歲	%	21.19%	27.78%	NA
Above 50 50歲以上	%	17.05%	18.06%	NA

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Occupational health and safety 職業健康及安全				
Total number of work-related fatalities 因工作關係而死亡的人數	no. of people 人數	0	0	0
Work-related fatalities rate 因工作關係而死亡的比率	Per 200,000 work hours 每200,000 工作小時	0	0	0
Lost days due to work injury 因工傷損失工作日數	Days 日數	310	530.5	69.5
Development and training 發展及培訓				
Percentage of employees trained 受訓僱員百分比	%	93%	95.7%	86%
Percentage of employees trained by gender 按性別劃分的受訓僱員百分比				
Male 男性	%	56%	60%	61%
Female 女性	%	44%	44%	45%
Percentage of employees trained by employee category 按僱員類別劃分的受訓僱員百分比				
Management 管理層	%	17%	16%	NA
Senior 高級僱員	%	24%	28%	NA
General staff 一般僱員	%	59%	61%	NA
Average training hours per employees by gender 按性別劃分的每名僱員完成受訓的平均時數				
Male 男性	hours 小時	10.7	12.2	10.7
Female 女性	hours 小時	10.2	12.4	15.4

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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	10.0	16.0	11.0
Senior 高級僱員	hours 小時	10.4	14.2	14.1
General staff 一般僱員	hours 小時	12.0	10.5	10.4
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	44	58	54
Mainland China 中國內地	number 數目	156	167	184
Other regions 其他地區	number 數目	40	48	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	0	0
Number of products and services related complaints 接獲關於產品及服務的投訴宗數	number 數目	30	82	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	160,000	186,000	567,000
Total hours of volunteer work 義工活動總時數	hours 小時	189	370	466

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香港交易所《環境、社會及管治報告》指引索引

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KPI B5.3 關鍵績效指標B5.3	Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored. 描述有關識別供應鏈每個環節的環境及社會風險的慣例，以及相關執行及監察方法。	Our Products — Responsible Sourcing 我們的產品 — 責任採購	16-19
KPI B5.4 關鍵績效指標B5.4	Description of practices used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored. 描述在揀選供應商時促使多用環保產品及服務的慣例，以及相關執行及監察方法。	Our Products — Responsible Sourcing 我們的產品 — 責任採購	16-19

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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。	Our Products — Communication with Customers 客戶溝通 Performance Data Summary 績效數據摘要	19-20, 49
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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 — Quality Product 我們的產品 — 優質產品	12-16
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 — Communication with Customers 我們的產品 — 客戶溝通	19-20

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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	8-11
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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