



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

# 2023 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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# Environmental, Social and Governance Report

## 環境、社會及管治報告

### MESSAGE FROM THE CHAIRMAN

In TWG's sixth Environmental, Social, and Governance ("ESG") Report, I am delighted to present to you our sustainability achievements during the reporting year. This Report highlights our progress in promoting sustainability while also showcasing our dedication to continuous improvement.

I am thrilled to announce that we have embarked on a significant project to revamp and upgrade our SAP system. This initiative aligns with our commitment to technological innovation and enhancing our operational capabilities. Migrating to a new SAP system, we have implemented a comprehensive suite of modules tailored to our specific business needs. This revamp and upgrade will optimise resource utilisation, streamline processes, and ensure real-time reporting, enabling us to make informed decisions and respond quickly to market dynamics. Besides, comprehensive training programs are being developed to empower our employees and maximise the benefits of the upgraded system.

At TWG, delivering quality and safe products has always been the foundation of our business success. With an aspiration to be an excellent one-stop integrated food and beverages services provider, we adhere to international standards and implement rigorous quality management procedures to ensure product safety and excellence across our value chain.

As the market evolves, so does our commitment to minimising the environmental and social impacts of our products. We understand that customers are increasingly conscious of sustainability, and we have spared no effort in aligning our sourcing practices with responsible principles. For instance, we source coffee beans certified by Rainforest Alliance, ensuring our products are eco-friendly and green. Moreover, we prioritise suppliers who share our vision and incorporate sustainability principles into their business practices.

### 主席的話

我很高興在捷榮第六份環境、社會及管治（「ESG」）報告中向大家展示我們在報告年度中所取得的可持續發展成就。本報告重點介紹了我們在推動可持續發展方面取得的進展，同時亦表明了我們力求進步的決心。

我很高興在此向大家宣佈：我們已開展一項重大項目，著手對SAP系統進行改造及升級，以彰顯我們對技術創新和提高業務能力的承諾。在過渡至新SAP系統的過程中，我們根據具體業務需求定制了一整套模塊。此次改造及升級將優化資源利用、簡化流程並確保實時報告，使我們能夠做出明智的決策，並能對市場動態做出快速反應。另外，我們製定了全面的培訓計劃，以增強員工的能力，最大限度地發揮升級系統的效益。

提供優質安全的產品奠定了捷榮業務成功的基礎。我們矢志成為優秀的一站式綜合餐飲服務供應商，恪守國際標準，嚴格執行質量管理程序，以確保整個價值鏈的產品安全及卓越品質。

隨著市場發展，我們亦與時並進，並積極減少環境及社會的影響。我們明白客戶越來越關注可持續發展，因此我們致力在採購實務上配合負責任原則，例如採購經雨林聯盟認證的咖啡豆，確保我們的產品對生態無害、有益環保。此外，我們優先聘用與我們有共同願景、將可持續發展原則納入業務實踐的供應商。

# Environmental, Social and Governance Report

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We also acknowledge the urgency to enhance business resilience and manage climate-related risks. Therefore, the Board conducts annual reviews on climate-related risks and opportunities. With a robust Climate Change Policy in place, we have developed rigorous climate risk assessment strategies. By diversifying our sources of raw materials including the supply of coffee beans and tea crops, we strive to mitigate supply chain risks arisen from climate change. With a medium-term energy and water reduction targets set for 2025, we are making substantial progress towards reducing resources consumption and carbon footprint, mitigating climate risks and ensuring the long-term stability of our supply chains.

Our commitment to sustainability extends beyond our internal operations. We are dedicated to creating an inclusive and rewarding workplace for our employees, implementing comprehensive guidelines and measures to ensure their safety and well-being. Additionally, we actively engage with our local community, fostering coffee culture, and promoting shared value across generations. For years, we have been devoted to volunteering activities, investment in youth development programmes, community donations and sponsorships.

In recognition of our commitment to sustainability and food quality, TWG has been honored with the prestigious Quality Food Scheme Plus — Diamond Enterprise at the GS1 Hong Kong Food Safety Awards 2023. With multiple years of recognitions from GS1 Hong Kong, this milestone reflects our consistent adherence to good practices in ensuring food safety and traceability in our food management system. Additionally, we are proud to have received the Hong Kong Top Brands Award from the Hong Kong Brand Development Council. These accolades reaffirm our dedication to excellence and our unwavering commitment to delivering high-quality products to our valued customers.

Looking forward, we remain dedicated to creating long-term shared value for our community, maintaining strong relationships with our stakeholders, and equipping ourselves to tackle the sustainability challenges of tomorrow. Together, we will continue to drive positive change and make a greater impact.

**Wong Tat Tong**  
Chairman

我們亦認識到提高業務韌性及管理氣候相關風險的緊迫性。因此，董事會每年都會檢討與氣候相關的風險和機遇。我們制定了全面的氣候變化政策，並設立了嚴格的氣候風險評估策略。通過擴闊原材料來源，包括將咖啡豆和茶葉作物的供應多樣化，我們致力降低氣候變化引起的供應鏈風險。為實現2025年的節能和節水中期目標，我們在減少資源消耗和碳足跡、降低氣候風險以及確保供應鏈長期穩定方面取得了重大進展。

我們對可持續發展的承諾不限於內部運營。我們致力為員工創造一個包融和富滿足感的工作環境，藉實施全面的指引及措施，確保員工的安全和身心安康。此外，我們積極參與當地社區發展，跨世代推廣咖啡文化及共享價值。多年來，我們致力於志願活動，投資青少年發展計劃、社區捐款及贊助。

捷榮在香港貨品編碼協會(GS1 Hong Kong)食物安全大獎2023內，榮獲「優質食品計劃+」中的鑽石企業殊榮，以表揚我們對持續發展和食物品質所下的承諾。多年來我們一直獲香港貨品編碼協會的肯定，今次的里程碑正好反映我們在食品管理體系上，確保食品安全和追蹤方面一貫堅持的良好慣例。此外，我們還榮獲香港品牌發展局頒發的香港名牌大獎。有關榮譽再次肯定我們追求卓越的精神，以及為我們尊貴客戶提供上乘產品的承諾堅定不移。

展望未來，我們將繼續為社會創造長期共享價值，與持份者緊密聯繫，並為應對未來的可持續發展挑戰做好準備。攜手向前，我們將繼續推動正面的改變，以產生更大的影響。

**黃達堂**  
主席

# Environmental, Social and Governance Report

## 環境、社會及管治報告

### ABOUT THIS REPORT

This is the sixth 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.

### Reporting Standard

This Report is compiled in accordance with the Environmental, Social and Governance Reporting Guide in the Appendix C2 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.

### Reporting Principles

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」)的第六份環境、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。

### 報告標準

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C2《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。

### 報告原則

本集團在編製本報告時已充分考慮以下四項指引原則：

- **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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### Reporting Boundary

Unless otherwise specified, this Report covers the period from 1 January to 31 December 2023 (“reporting year”). The scope of this Report primarily focuses on key business areas, which include the sales of coffee, black tea in Hong Kong, Macau and Mainland China as well as the sales of food products in Hong Kong. Furthermore, it encompasses coffee and tea manufacturing activities in Hong Kong and Dongguan.

### Feedback

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](mailto:ir@twcoffee.com)). Your feedback or suggestions would contribute to the Group’s sustainability performance improvement.

### 報告範圍

除另有說明外，本報告涵蓋期間為2023年1月1日至12月31日（「報告年度」）。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及紅茶的銷售業務以及位於香港的食品銷售業務。此外，位於香港及中國東莞的咖啡及茶產品生產業務也包括於本報告中。

### 反饋

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](mailto: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。

### ABOUT OUR BUSINESS

#### About TWG

With more than 90 years of steadfast commitment in Hong Kong, Macau and Mainland China, TWG has established itself as a leading integrated business-to business (“B2B”) provider of coffee and black tea solutions, complemented by its expanding presence in the food product industry. Offering a comprehensive range of services covering procurement, processing, and distribution, TWG provides a one-stop service to commercial customers across the entire coffee and tea value chain.

In recent years, the Group has embarked on significant initiatives to expand its business horizons. Since 2015, our business scope has successfully extended to include frozen food products, allowing us to meet the evolving demands of the market. Furthermore, the introduction of our online sales platform developed in late 2019 signifies a strategic shift from B2B to B2C (“Business to Customer”) and O2O (“Online to Offline”) markets, strategically positioning us to cater to the ever-growing trends of e-commerce and the dynamic needs of consumers.

#### TWG’s Vision

Driven by the aspiration to become a “one-stop integrated food and beverages services provider”, we are dedicated to enhancing our solutions offering capability and pursuing strategic business expansions in the food and beverage industry, fostering growth and progress.

### 關於我們的業務

#### 關於捷榮

憑藉扎根香港、澳門和中國內地地區超過90年的堅定承諾，捷榮已成為業內領先的企業對企業（「B2B」）綜合咖啡及紅茶餐飲策劃服務供應商，而在食品行業的份額也在不斷擴大。捷榮為商業客戶提供一站式服務，全面涵蓋咖啡及紅茶價值鏈，包括採購、加工及分銷服務。

近年來，本集團開展重大舉措以拓展業務範圍。自2015年以來，我們的業務範圍已成功擴展到急凍食品業務，使我們能夠滿足不斷變化的市場需求。此外，我們自家開發的在線銷售平台於2019年底推出，標誌著我們從B2B到企業對客戶（「B2C」）和線上到線下（「O2O」）的戰略變陣，並以此戰略定位迎合不斷增長的電子商務趨勢及消費者的動態需求。

#### 捷榮願景

我們矢志成為「一站式綜合餐飲服務供應商」，在此願景的驅動下，我們致力提升我們的餐飲策劃能力，並在餐飲行業進行戰略性業務拓展，促進增長和進步。

# Environmental, Social and Governance Report

## 環境、社會及管治報告

### TWG's Principles

The Group places the utmost importance on its employees, shareholders, and customers, recognising them as the driving forces behind its ongoing innovation and sustained success. Guided by a long-term value creation approach, TWG adheres to a set of core principles that govern its operations and decision-making processes.

Our key principles are as follows:

### 捷榮理念

本集團高度重視員工、股東和客戶，將他們視為不斷創新和持續成功的動力。秉持著長期價值創造的理念，捷榮遵循一系列規管其運營和決策過程的核心原則。

我們的主要原則載列如下：

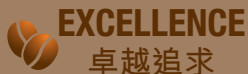


Attend to the market needs; deliver quality products and hearty services

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



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



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



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



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



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At TWG, we go beyond simply offering an extensive selection of high-quality coffee and tea products, our core mission is to foster a culture of coffee and tea appreciation, which adheres to the vision and principle of the Group. We are dedicated to delivering the highest standards of taste to our customers through continuous product innovation and exceptional and diverse raw materials sourcing. We cater to the recognise the distinct preferences and demands of Hong Kong and Mainland China markets by customising our product offerings, brand trading and distribution. By doing so, we aim to provide a satisfying experience for every coffee and tea enthusiast.

捷榮不僅提供豐富的優質咖啡和茶產品選擇，亦遵循其願景及原則，將推廣品咖啡和品茶文化視為根本使命。我們在產品開發中不斷力求創新，並採購優質多樣的原材料，致力為客戶提供最高水準的產品。在提供定制產品、代理餐飲品牌及貿易的過程中，我們孜孜以求香港和中國內地市場的獨特喜好和需求，冀藉此為每一位咖啡和茶愛好者提供滿意體驗。

### CHAPTER 1 APPROACH TO SUSTAINABILITY

#### 1.1 ESG Governance

TWG is fully committed to upholding a robust governance structure and managing our business operation effectively while integrating ESG considerations 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. Our Senior Management leads cross-department working groups to implement work plans on departmental-ESG goals and initiatives. The working groups conducts regular meetings to 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.

### 第一章 可持續發展方針

#### 1.1 ESG管治

捷榮致力於維護穩健的管治架構，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。在高級管理人員的領導下，跨部門工作組就眾多部門的ESG目標及倡議開展切實可行的工作方案。工作小組進行定期會議，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。

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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 annually and takes decisions on appropriate 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. With effective ESG governance practices, we strive to mitigate ESG risks and capture the emerging ESG-related opportunities, drive positive impact, and ensure the long-term success of our business while contributing to a sustainable future.

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，並決定適合的行動。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。我們透過有效的ESG管治常規，致力減低ESG風險及把握新出現的ESG機遇、推動正面影響，在確保業務取得長期成功之餘，為可持續發展的未來作出貢獻。

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### 1.2 Business Ethics and Integrity

The Group is committed to upholding high ethical standards throughout our business operations and maintaining zero tolerance for bribery, extortion, fraud, and corruption practices within the business.

#### ***Anti-Corruption and Whistleblowing***

We adhere to the Prevention of Bribery Ordinance (Cap. 201 of the Laws of Hong Kong) (the “POBO”) and relevant anti-bribery laws applicable to the Group. According to the Group’s Anti-corruption Policy, we strictly prohibit any form of bribery, and are committed to the prevention, deterrence, detection, and investigation of all forms of fraud and bribery. Together with the Group’s Code of Conduct and the Whistleblowing Policy, the Group has communicated its expectations and requirements of business ethics, as well as the investigation and reporting mechanism of corruption practices with all directors, officers and employees of the Group. Breaches of these policies may result in disciplinary action including termination of employment and potential personal civil or criminal sanctions.

During the Year, the Group has reviewed and enhanced the Whistleblowing Policy to provide clearer guidance on complaints lodging or reporting of any form of misconduct, suspicious activity, or malpractice. The new Whistleblowing Policy has been adopted by the Board in December this year.

The Group also provided ICAC Integrity training for employees in Hong Kong and distributed anti-corruption related reading materials to the Board for awareness raising purposes. 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.

### 1.2 商業道德和誠信意識

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、欺詐及貪污行為保持零容忍態度。

#### ***反貪污及舉報***

我們遵守《防止賄賂條例》(香港法例第201章)(「防止賄賂條例」)及適用於本集團的反賄賂法例。根據本集團反貪污政策，我們嚴禁任何形式的賄賂行為，並致力於預防、阻止、偵察及調查任何形式的欺詐及賄賂行為。連同本集團之《行為守則》及《舉報政策》，本集團向所有董事、高級管理人員及員工傳達本集團對商業道德的期望及要求，以及對貪污行為的調查及舉報機制。違反該等政策可導致終止僱傭關係等紀律處分，並可能會受到個人民事或刑事懲罰。

年內，本集團已審視並增強《舉報政策》，為投訴或舉報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。董事會已於本年度十二月採納新舉報政策。

本集團亦為香港僱員提供廉政公署職業操守培訓課程，並向董事會分發有關反貪污的閱讀材料，以提高反貪意識。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。

# Environmental, Social and Governance Report

## 環境、社會及管治報告

During the reporting year, there were no reported cases of non-compliance regarding bribery, extortion, fraud and money laundering in our business operations nor any concluded legal cases brought against the Group or our employees concerning corrupt practices.

### 1.3 Stakeholder Engagement

Maintaining strong communication with stakeholders is vital for our overall success. We regularly and actively engage our stakeholders to gain understanding of their expectations, enabling us to align our actions with our established sustainability approach. The Group proactively connects with internal and external partners through a variety of communication channels. In addition to the Annual General Meeting, the Group also conducts online meetings to share our ESG performance updates with stakeholders and collate their comments. We strive to integrate stakeholders' opinions and voices into our sustainability decision-making processes and thereby enhancing the overall materiality assessment.

於報告年度，我們的業務營運並無接報有關賄賂、勒索、欺詐及洗黑錢的違規個案，亦無對本集團或我們的僱員的貪污行為提出並已審結的訴訟案件。

### 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整體成功至關重要。我們定期及積極聯繫持份者以了解他們的期望，使我們的行動與現有的可持續發展方針保持一致。本集團透過多種溝通渠道積極與公司內外的合作夥伴建立聯繫。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最新ESG表現，並收集他們的意見。我們致力於在可持續發展決策過程中充份考慮持份者的意見及聲音，藉此全面優化重要性評估。

Stakeholder Groups 持份者群組	Engagement Channels 參與渠道
<b>Employees</b> 員工	<ul style="list-style-type: none"> <li>Internal regular meetings 內部定期會議</li> <li>Employee interviews 員工訪談</li> <li>Internal circulars 內部通告</li> <li>Staff performance appraisal reviews 員工表現評估審查</li> </ul>
<b>Shareholders and investors</b> 持份者及投資者	<ul style="list-style-type: none"> <li>Annual general meetings 股東週年大會</li> <li>Announcement and Circulars 公告及通函</li> <li>Financial reports 財務報告</li> <li>Corporate website 公司網站</li> <li>Press releases 新聞稿</li> </ul>

# Environmental, Social and Governance Report

## 環境、社會及管治報告

Stakeholder Groups 持份者群組	Engagement Channels 參與渠道
<b>Customers</b> 客戶	<ul style="list-style-type: none"> <li>Customer service hotline 客戶服務熱線</li> <li>Daily personal contact 日常親身接觸</li> <li>Corporate website 公司網站</li> <li>Third-party e-commerce platforms 第三方電商平台</li> </ul>
<b>Suppliers and business partners</b> 供應商及業務夥伴	<ul style="list-style-type: none"> <li>Tendering processes 招標程序</li> <li>Supplier screening and assessments 供應商篩選及評估</li> <li>Site visits 實地考察</li> <li>Meetings and conferences 會面和會議</li> </ul>
<b>Non-governmental organisations (“NGOs”) and Community</b> 非政府組織及社區	<ul style="list-style-type: none"> <li>Voluntary services 義工服務</li> <li>Sponsorship 贊助</li> <li>Donations 捐款</li> </ul>
<b>Regulatory bodies</b> 監管機關	<ul style="list-style-type: none"> <li>Compliance reports 合規報告</li> <li>Industry events 行業活動</li> </ul>

### 1.4 Materiality Assessment

To ensure a comprehensive understanding of stakeholder expectations and effectively prioritise our sustainability initiatives, the Group has identified material ESG topics by considering stakeholders' perspectives and their perceived importance to the business. Based on the results of prior materiality assessment, the Group has reviewed the list of material issues which are relevant to its business and stakeholders, taking account the latest regulatory development, publications from international ESG rating agencies, market trends, and our internal development roadmaps. From this review exercise, we have included "supply chain management" as a new material topic this year given a growing market focuses on the issue.

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 framework.

### 1.4 重要性評估

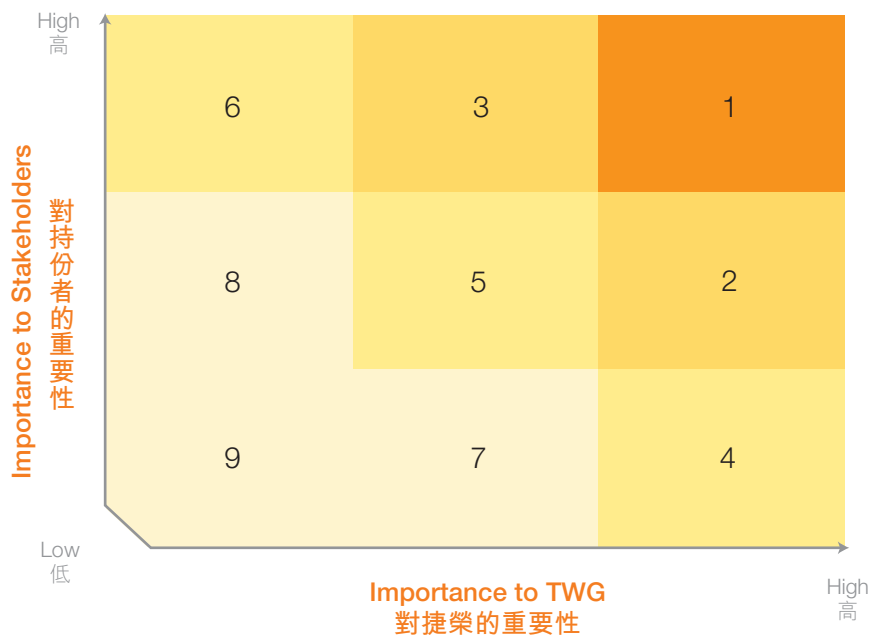
為確保全面了解持份者的期望及有效地擬定可持續發展倡議的優次，在確立重要ESG議題時，本集團會充分考慮持份者的觀點以及該議題對我們業務的重要性。根據先前重要性評估結果，經考慮最新監管發展、國際ESG評級機構的刊物、市場趨勢及我們的內部發展路線圖，本集團已審視與其業務及持份者有關的重要性事項清單。通過是次檢討，因市場對「供應鏈管理」的關注度有所增加，我們已將其納入為本年度新重要議題。

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框架來監察我們的可持續發展進程。

# Environmental, Social and Governance Report

## 環境、社會及管治報告

**TWG ESG Topics Materiality Matrix**  
捷榮的ESG議題重要性評估矩陣



- 1**
  - Employee Health and Safety  
員工健康與安全
  - Labour Law Compliance  
勞工法律合規性
  - Product Safety and Quality  
產品安全及質量
- 2**
  - Employee Benefits  
員工福利
  - Employee Training and Development  
員工培訓及發展
  - Customer Service and Communication  
客戶服務與溝通
  - Anti-Corruption  
反貪污
  - Greenhouse Gas Emissions Reduction  
減少溫室氣體排放
  - Climate Risk Adaptation and Mitigation  
適應及減緩氣候變化
- 3**
  - Reducing Operational Waste  
減少營運廢物
  - Responsible Sourcing  
負責任採購
  - Food Nutrition and Health  
食品營養及健康
- 4**
  - Sustainable Packaging  
可持續包裝
  - Supply Chain Management  
供應鏈管理
- 5**
  - Diversity, Inclusion and Equal Opportunity  
多元化、共融及平等機會
  - Intellectual Property Rights  
知識產權
  - Responsible Selling Practices and Product Labelling  
負責任的銷售常規及產品標籤
  - Customer Data Privacy  
客戶資料私隱
  - Support Local Community Development  
支持本地社區發展
  - Mitigating Air Pollution  
減緩空氣污染
- 6**
  - Water Management and Conservation  
水資源管理及節約用水
  - Managing Wastewater Discharge  
污水排放管理
- 7**
  - Water Management and Conservation  
水資源管理及節約用水
  - Managing Wastewater Discharge  
污水排放管理

● Environmental Topics  
環境議題

● Social Topics  
社會議題

● Governance Topics  
管治議題



### CHAPTER 2 OUR PRODUCTS

TWG recognise the importance of maintaining product quality to drive the success of our business operation. To satisfy the needs of our customers, we are committed to designing and delivering a diverse range of high-quality products. By implementing the Integrated Management System (“IMS”) Policy, we safeguard the quality and safety of our offerings. 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. By adhering to the relevant laws and regulations, we uphold our steadfast commitment to maintaining the highest standards of quality and safety.

#### 2.1 Quality Products

##### *Product Quality Assurance*

We strive to maintain excellent product standards, drawing upon industry best practices and adopting internationally recognised standards in our quality management systems. Our IMS is deployed across our Hong Kong and Dongguan Plants, incorporating international standards such as the International Organization for Standardization (“ISO”) standards, including ISO 9000:2015 and ISO 9001:2015 for Quality Management Systems, ISO/TS 22002-1:2009 for Prerequisite Programs on Food Safety, ISO 22000:2018 for Food Safety Management Systems and ISO 14001:2015 for Environmental Management Systems. Besides, we have attained the Food Safety Systems Certification (“FSSC”) standard 22000 Version 5.1, as well as the Supplier Quality Management System (“SQMS”).

### 第二章 我們的產品

捷榮深知，要推進業務營運成功，就必須維持產品質量。為了滿足客戶的需求，我們致力於開發及提供多元的優質產品。通過實施《綜合管理體系方針》，我們保障產品的品質和安全。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》。通過遵守相關法律及法規，我們堅守對最高質量及最高安全標準的不變承諾。

#### 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，參考行業的最佳實踐，在品質管理體系中採用國際認可標準。香港及東莞廠房均實施《綜合管理體系方針》，當中融合了各種國際標準，例如國際標準化組織（「ISO」）的標準，包括ISO 9000:2015及ISO 9001:2015質量管理體系、ISO/TS 22002-1:2009食品安全的前提方案、ISO 22000:2018食品安全管理體系及ISO 14001:2015環境管理體系。此外，我們已通過標準22000第5.1版的食品安全系統驗證（「FSSC」），並已獲供應商管理體系（「SQMS」）認證。

# Environmental, Social and Governance Report

## 環境、社會及管治報告

Our unwavering commitment to product quality assurance has earned the Group prestigious recognitions. During the reporting period, we have been awarded the Diamond Enterprise at GS1 Hong Kong Quality Food Scheme Plus. This esteemed achievement is a testament to our consistent adherence to stringent practices ensuring food safety and quality within our food management system. Furthermore, our dedication to excellence is reaffirmed by the receipt of the Hong Kong Top Brands Award from the Hong Kong Brand Development Council. Additionally, our coffee products have been certified by the Rainforest Alliance, reflecting our adherence to the rigorous Rainforest Alliance Sustainable Agriculture Standard. These accomplishments underscore our continuous efforts to deliver exceptional, high-quality products to our valued customers.

To safeguard the quality of our products across the entire value chain, we have established a quality management system and product recall system that controls internal quality assurance processes from procurement to sales. To assess suppliers' ESG performance, we conduct thorough supplier assessments in accordance with our 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.

Under the guidance of the PMP, we also enforce stringent rules for food safety and cleanliness. Our dedicated Good Manufacturing Practice Team conducts monthly inspections of our warehouses, evaluating storage conditions, fire protection measures, product quality, and managing 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. This included the installation of an air ventilation system to improve humidity levels, and using a digital tracer to monitor the temperature and humidity of the room in real-time.

我們對產品品質秉持堅定不移的承諾，憑此為本集團贏得多項榮譽。於報告期間，我們獲GS1 HK的優質食品計劃+頒授鑽石企業獎。此榮譽引證了我們一直恪守嚴格常規，透過我們的食品管理體系保障食品安全及品質。此外，我們獲香港品牌發展局評選為香港名牌，再次肯定了我們對卓越品質的不懈追求。另外，我們的咖啡產品獲雨林聯盟認證，證明我們恪守雨林聯盟嚴格的永續農業標準。這些成就彰顯了我們為尊貴客戶提供卓越、優質產品的不懈努力。

為了保障價值鏈上下各產品品質，我們建立了質量管理體系及產品召回機制以控制從採購到銷售過程中的內部質量保證。我們按照《採購管理程序》對供應商進行全面評估，以評定其ESG表現。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。

在《採購管理程序》的指引下，我們亦嚴格執行食品安全及衛生規定。我們盡忠職守的生產規範團隊每月檢查倉庫，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，包括安裝通風系統以改善濕度水平，並採用數碼追蹤器實時監控房間溫度和濕度。

# Environmental, Social and Governance Report

## 環境、社會及管治報告

TWG places high emphasis on quality control. In our Dongguan plant, we have established a specialised testing laboratory where our dedicated Quality Assurance Division thoroughly examines raw materials, semi-finished goods, and finished goods. The laboratory operates adheres to the international standard ISO/IEC 17025:2017 General Requirements for the Competence of Testing and Calibration Laboratories and is accredited by China National Accreditation Service for Conformity Assessment.

To address the emerging issue of food fraud, the Group has further improved the traceability of our raw materials. We have conducted a risk study regarding food fraud involving tea and coffee and the result indicated a low risk level. In order to ensure transparency and mitigate the risks associated with food fraud, all incoming Rainforest Alliance-certified coffee beans have been assigned a certification number that can be traced through the Rainforest Alliance Chain of Custody (“CoC”) Certification, both in Dongguan and Hong Kong.

In line with our commitment to quality control processes, we have implemented a robust crisis management plan, including the Emergency Preparation Plan and the Emergency and Product Recall Policy to address non-conforming items after distribution. To ensure smooth coordination among departments in the event of a product recall, we regularly conduct evaluations and mock recalls, fostering smooth interdepartmental communication. In accordance with our Control of Non-conforming Product Procedure, we identify, review, dispose of, and document products with potential food safety concerns. In case of any product recall event, our Crisis Management Committee (“CMC”) in Dongguan and the Food Safety Committee in Hong Kong carefully assess items for food safety hazards and quality risks while gathering relevant distribution information. Our Corrective and Preventive Action Procedure also provides guidance for addressing the non-conformance IMS. When any instance of non-conformance is detected in our process, product, or material, we promptly initiate Corrective and Preventive Action Request (“CAR”). These procedures allow us to identify and address the root causes of non-conformities, facilitating continuous improvement and the implementation of appropriate corrective and preventive measures.

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，品質保證部門會在實驗室對原材料、半製成品及製成品進行全面檢查。該實驗室的運作符合國際標準ISO/IEC 17025：2017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。

為解決日益猖獗的食品欺詐問題，本集團已進一步提高原材料的可追溯性。我們對涉及茶葉和咖啡的食品欺詐進行了風險評估，結果顯示相關風險甚低。為確保透明度及減低與食品欺詐相關的風險，無論在東莞或香港，所有經雨林聯盟認證的進貨咖啡豆均獲認證編號，可以通過雨林聯盟產銷監管鏈（「CoC」）認證進行追蹤。

為符合我們對品質控制程序的承諾，我們實施完善的危機管理規劃，當中包括《應急準備程序》及《危急事故及產品回收程序》，以處理分銷後的不合格產品。為確保在產品召回時各部門之間能夠順利協調，我們定期進行評估並模擬召回程序，以助各部門間溝通順暢。根據《不合格品管理程序》規定，我們會對有潛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仔細評估產品的食品安全隱憂及質量風險，並收集相關的分銷資訊。我們的《糾正及預防措施程序》亦為解決不符合《綜合管理體系政策》的情況提供指引。如發現我們的程序、產品、或材料與方針不符，將即時開展糾正預防行動提請。此等程序使我們辨別並解決與方針不符的根本原因、有助持續改善及實施適當的糾正及預防措施。

# Environmental, Social and Governance Report

## 環境、社會及管治報告

During the reporting period, there were no recalls on any products sold or shipments due to health and safety reasons.

### **Product Diversity Development and Innovation**

Recognising the dynamic demands of the market and our customers preferences, we are devoted to promoting product diversity and fostering product innovations. Under the Group's Research and Development Policy, employees will follow a comprehensive set of guidance on capital investments in research and development covering tea, coffee and mix with an aim to promote efficient product development and innovation across departments. Our Research and Development Committee, which is composed of management executives, members of research and development, and department heads from each operational department, plays a vital role in identifying promising business opportunities and formulating forward-thinking strategies. Under the Design Procedure Guidelines, the Research and Development Division contributes to new product development.

於報告年度，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。

### **產業多元化發展及創新**

了解到市場的動態需求和客戶的喜好，我們致力於推廣產品多元化及促進產品創新。根據本集團的《研究及發展政策》，員工將遵循一套有關研發資本投資的全面指引，該指引涵蓋茶、咖啡及混合飲品，旨在推動高效的產品開發及跨部門創新。我們的研發委員會由管理人員、研發成員和各營運部門的主管組成，在識別具前景的商機及制定具前瞻性的策略方面擔當重要角色。研發部根據《設計程序指引》負責新產品的開發。

Product Development Feedback Loop:

產品研發回饋機制：



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. By upholding these principles, we strive to maintain trust and establish long-term partnerships while promoting innovation and creativity in the beverage industry.

### 2.2 Responsible Sourcing

At TWG, we are aware of the inherent social and environmental risks within our supply chain, as well as the potential impacts on raw material pricing and product quality. Also, responding to the growing sustainability demands from consumers and the ramifications of sustainability risks, we have incorporated environmental and social factors into our supply chain management practices.

#### ***Procurement and Supplier Assessment Practices***

The Group has taken various measures to promote sustainability among our suppliers. We assess our suppliers through our Supplier Management System, which takes into account their social and environmental performance, including responsible waste management and ethical labour practices. During the supplier selection and engagement process, we conduct comprehensive background checks to ensure that our suppliers comply with all relevant laws related to product, service quality, safety, business ethics, labour practices, environmental regulations, anti-corruption measures, data protection, and intellectual property rights. TWG prioritizes suppliers who have demonstrated best practices, addressed environmental and social concerns in their operations, and obtained certifications such as HACCP, ISO 14001 Environmental Management System, and ISO 22000 Food Safety Management System.

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。透過秉持該等原則，我們致力於保持誠信並建立長期的合作關係，同時促進飲品行業的創新及創意。

### 2.2 責任採購

捷榮意識到供應鏈中的固有社會和環境風險，以及它們對原材料價格和產品質量的潛在影響。此外，為了回應消費者日益高漲的可持續發展要求和應對可持續發展風險所帶來的後果，我們已將環境和社會因素納入供應鏈管理常規。

#### ***採購及供應商評估工作***

本集團已採取多項措施，推動供應商可持續發展。我們藉《供應商管理系統》評核供應商，當中計及彼等在社會及環境的表現，當中包括負責任的廢物管理及道德勞工常規。在甄選及委聘供應商的過程中，我們進行全面的背景調查，確保供應商遵從所有有關產品、服務質素、安全、商業道德、勞工常規、環境規例、反貪污措施、數據保護及知識產權的相關法例。捷榮集團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，並取得如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。

# Environmental, Social and Governance Report

## 環境、社會及管治報告

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.

As part of our supplier annual assessment and evaluation process, we have delivered supplier engagement surveys to understand their views on specific ESG issues, including but not limited to waste handling and child labour issues. 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.

In our commitment to quality assurance and responsible procurement, our Quality Assurance and Procurement Team conducts annual evaluations of suppliers to ensure consistent performance and adherence to safety and sustainability standards. We also closely monitor the working conditions and agricultural practices employed by farmers. For overseas suppliers, we obtain relevant information through online channels and collaborating with local agencies for the detail assessment reports.

During the reporting period, the our Procurement Team in Dongguan has conducted supplier audits taking a sampling of 15 on-site audits and 8 online audits.

At TWG, we proactively engage with our suppliers, especially those with unsatisfactory performance ratings or audit results. We will help to develop and implement feasible remediation plans in specific cases. Our aim is to foster constructive partnerships and collaborate on enhancing sustainability practices. However, persistent unsatisfactory performance may result in the termination of our partnership with the supplier.

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。

作為供應商年度考核評估過程的一部分，我們展開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。我們亦實行了產品質量和安全評估，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。

為了履行品質保證及負責任的採購承諾，我們品質保證和採購團隊每年會對供應商進行評估，以確保其表現始終如一，並遵守安全和可持續發展標準。我們亦密切關注農民的工作條件和農業做法。對於海外供應商，我們通過線上渠道獲取相關資料，並與當地代理合作，撰寫詳盡的評估報告。

在報告期內，東莞採購團隊對供應商抽樣進行15次實地審核和8次線上審核。

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。我們將因應特定情況，制定和實施可行的補救計劃。我們的目標是培養建設性合作夥伴關係，共同加強可持續發展實踐。然而，我們或與表現持續欠佳的供應商終止合作關係。

# Environmental, Social and Governance Report

## 環境、社會及管治報告

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. By sharing our knowledge and communicating our expectations, we aim to cultivate a shared understanding and a collective commitment to sustainability across our supply chain.

### **Supporting Sustainable Procurement**

TWG is passionate about responsible sourcing. As a responsible business operator, we acknowledge the significant environmental impact of our value chain, particularly in the regions where our suppliers operate. For years, we have been exclusively purchasing 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. By prioritising products from certified farms, we enhance the traceability along the whole supply chain, guaranteeing that our products originate from certified farms. Since most of our coffee bean suppliers are well-known multinational corporations with sustainability management practices integrated in their operations.

We are dedicated to offering our customers a more environmentally friendly choice by sourcing coffee beans from Rainforest Alliance Certified farms, coffee beans produced in Dongguan and Hong Kong have achieved the Rainforest Alliance CoC Standard.

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。透過分享我們的知識及傳達我們的期望，我們力求在整個供應鏈中樹立對可持續發展的共識及集體承諾。

### **支持可持續採購**

捷榮樂於實踐負責任採購。作為負責任的業務營運商，我們深知自身價值鏈對環境有重大影響，尤其是在我們供應商營運的地區。多年來，我們一直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。透過優先採購來自自己認證農場的產品，我們增強了整個供應鏈的可追溯性，保證我們的產品來自自己認證的農場。由於我們大多數的咖啡豆供應商都是知名跨國公司，其營運均融入可持續發展管理常規。

通過從雨林聯盟認證農場採購咖啡豆，我們致力於為客戶提供更環保的選擇，而東莞及香港生產的咖啡豆已符合雨林聯盟產銷監管鏈的標準。

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.

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

### 2.3 Communication with Customers

#### ***Customer Feedback***

Customer satisfaction is crucial to our business success. We are committed to continuously addressing customer feedback and enhancing their experiences by listening to their expectations. Through a range of communication channels, such as regular customer satisfaction surveys and an efficient complaint system, we gain better understanding of their needs and comments. This allows us to take timely action to address any concerns.

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。

雨林聯盟認證計劃使我們能夠支持農民的生計，並鼓勵採用可持續採購常規。該計劃的參與者必須採用可持續農業，為保護生物多樣性及自然資源作出貢獻。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，強調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。我們致力於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。我們通過定期客戶滿意度調查及有效的投訴機制等多種渠道來更深入了解客戶的訴求及意見，以助我們採取及時行動來處理任何問題。



The Food Safety Team in Hong Kong and the Product Quality Complaint Committee in Mainland China are tasked with reviewing the results and findings of customer satisfaction surveys and customer complaints. This also facilitates the Group to identify areas for improvement and implementing corrective action plans. The Customer Complaint Handling Procedure Implementation provides guidance and ensure consistent and standardised handling procedures for managing customer complaints. Once any complaint is received, it undergoes a thorough investigation, and relevant departments will promptly implement potential mitigation measures. All complaints will be documented and reported depending on their nature. We require our employees to follow our complaint handling procedure to ensure customers complaints are handled in a timely and professional manner.

### **Consumer Product Information and Communication**

The Group acknowledges its responsibility of providing comprehensive and objective product information to our customers. We are determined to disclose accurate information about our products. Our product labelling, including net weight, nutrition information, and ingredient lists, complies with the National Food Safety Standard – General Standard for the Labelling of Pre-packaged Foods (GB7718-2011) of the People's Republic of China. Furthermore, 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 maintain zero tolerance for any false or misleading claims regarding the nutritional value, or the source of the raw materials information of our products.

香港的食物安全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及發現以及客戶投訴，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》就管理客戶投訴提供指引，確保處理程序一致標準。一旦收到任何投訴，將會進行徹底調查，而相關部門將即時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，確保以及時及專業的方式處理客戶投訴。

### **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。我們的產品標籤包括淨重、營養資訊及成分表，全部符合中華人民共和國《食品安全國家標準 – 預包裝食品標籤》(GB7718-2011)。此外，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虛假或誤導性陳述採取零容忍態度。

# Environmental, Social and Governance Report

## 環境、社會及管治報告

### **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 implemented a comprehensive set 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 roles and 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 clear instructions for collecting, handling, and using customer data. Only authorised 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.

### **客戶資訊私隱**

為了維護客戶私隱並確保客戶權利已按照所有適用的資料私隱法律法規受到嚴格保護，捷榮實施一套全面準則及程序，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。再者，該政策明確了資料擁有人、保管者及用戶的角色及責任，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》就收集、處理和使用客戶數據提供清晰的指引。只有獲授權的員工在得到客戶服務部門的許可後才能訪問敏感資料。

於報告年度，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。

### 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 398 employees at the end of our reporting year, including 195 in Hong Kong, 155 in Dongguan, and 48 in other supporting offices in Mainland China. Distribution of the workforce is shown as follows:

#### 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 in Dongguan 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. The HK office has an Occupational Health and Safety Committee (OHSC) that consists of three subgroups which handle Health and Safety Training, Occupational Safety Inspection, and Accident investigation and emergency response, respectively. It holds regular meetings to discuss the safety inspection results and status, updated list of emergency handlers, and work-related injuries report in order to ensure an efficient elimination and control of safety hazards posed by production activities to employees.

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 implemented safety production responsibility system with the yearly targets of having no serious injury cases and no more than one minor injury case.

### 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398名員工，其中195名在香港，155名在東莞，48名在中國內地的其他辦公室。勞動力分佈如下：

#### 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》。我們在東莞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。香港辦公室設有職業健康及安全委員會，分別由負責健康及安全培訓、職業安全檢查及事故調查和緊急應變的三個小組組成。委員會定期舉行會議，討論安全調查結果及狀況，更新緊急處理人員名單及工傷報告，以確保有效消除及控制生產活動對員工造成的安全隱患。

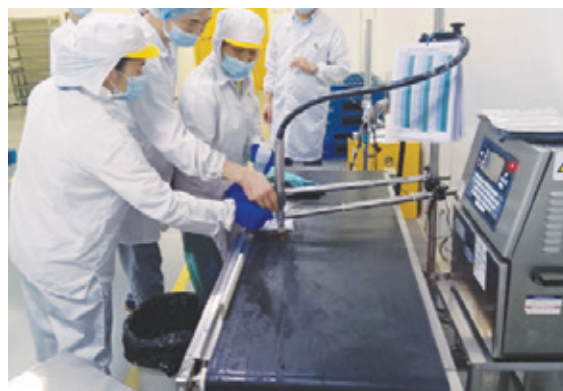
捷榮秉承涵蓋「所有成員、程序、地點及時間」的安全管理原則，致力杜絕員工因工死亡、受傷及意外事故發生。東莞廠房已實施安全生產責任制度，並訂立年度目標為零重傷事故，輕傷事故不多於一宗。

# Environmental, Social and Governance Report

## 環境、社會及管治報告

During the reporting year, we have conducted annual occupational health and safety assessment and 6 occupational safety and emergency drills, including 2 fire drills, 2 emergency drill for confined space incidents, and 2 hazardous chemical waste leakage drills at the Dongguan plant. TWG ensures that its employees possess a strong grasp of occupational health and safety risks by offering comprehensive onboarding and health and safety training. Additionally, employees are mandated to engage in government-organised online training sessions. Our training encompasses the proper handling of chemicals and the operation of manual forklifts. Furthermore, we prioritise the well-being of our employees by conducting routine health check-ups.

於報告年度，我們在東莞廠房進行了年度職業健康及安全評估和六次職業安全應急演練，包括兩次消防演習、兩次密閉空間事故應急演習及兩次危險化學廢棄物洩漏演習。捷榮提供全面的入職及健康與安全培訓，確保員工充分掌握職業健康和風險。此外，員工必須參加政府組織的線上培訓課程。我們的培訓內容包括正確處理化學品和搬運設備培訓等。此外，我們將員工的身心安康放在首位，為彼等進行定期體檢。



hazardous chemical waste leakage drills  
危險化學廢棄物洩漏演習

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.

我們持續監察我們在健康和風險方面的表現，以改善我們的健康及安全措施。於報告年度，本集團並無因工作而死亡的案例。

# Environmental, Social and Governance Report

## 環境、社會及管治報告

### **Employee Well-being**

Apart from prioritizing safety, TWG places significant importance on establishing a healthy work-life balance for its employees. Throughout the reporting year, our TW Club organised a diverse array of recreational and well-being events exclusively for TWG employees. As part of the TWG Healthier & Happier Wellness Programs, we hosted five different activities: Eat Well, See Well, and Exercise Well initiatives. These activities encompassed health check-ups, informative talks, and engaging games centered around the themes of healthy eating, maintaining optimal eye health, and physical fitness.

Other activities include birthday parties, healthy fruit day, festive events, and handicraft workshop. Our ultimate goal is to not only provide leisure activities but also foster closer connections and camaraderie among employees, further strengthening the bonds they share with their colleagues.

### **員工身心安康**

除了將員工安全放在首位，捷榮亦非常重視為員工建立工作與生活之間的健康平衡。於報告年度，TW Club專門為捷榮員工籌備一系列豐富多彩的康樂和健康活動。作為捷榮員工健康日的一部分，我們舉辦了五項不同活動，涵蓋健康飲食、眼睛健康和運動健康等議題。該等活動包括健康檢查、資訊講座和圍繞健康飲食、維持眼睛健康及身體健康等主題的有趣遊戲。

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。我們的最終目標不僅是提供休閒活動，亦旨在促進員工之間更緊密的聯繫及情誼，進一步加強他們與同事的連結。



Annual Dinner in March 2023  
2023年3月週年晚宴



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. To encourage physical activity, our staff members are enthusiastically encouraged to take advantage of our quality sports facilities, including fitness centers. Furthermore, we organise a variety of recreational activities and team-building events in a regular basis, all designed to support the overall well-being of our employees and foster stronger connections among colleagues.

### 3.2 Employee Benefits

#### *Remuneration and Benefits*

In order to attract and retain skilled individuals, we offer comprehensive compensation packages that encompass a wide array of benefits. Our valued staff members are entitled to various perks, such as allowances for transportation and meals during overtime, complimentary meals for those working on the production line, medical benefits, and insurance coverage. Moreover, in Dongguan, we go the extra mile by providing additional housing or dormitory benefits specifically tailored to employees stationed 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.

During the reporting year, we also implemented new updates to our employee benefits policies. Full-time employees who have completed their probationary period now enjoy a one-day birthday leave each year, to be taken within their birth month. We have also revised our marriage leave policy, granting full-time employees with six months or more of service a three-day paid leave, excluding existing holidays, to be applied for within three months of marriage registration. These updates reflect our commitment to supporting our employees and creating a positive work environment.

在東莞，我們指派專責小組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我的工作環境，並改善員工身心健康。為激勵員工進行體育活動，我們積極鼓勵員工使用我們的健身中心等優良運動設施。此外，我們定期舉辦各種康樂活動及團隊建設活動，所有措施均旨在促進員工的整體身心安康，同時加強同事間的聯繫。

### 3.2 員工福利

#### *薪酬及福利*

為了吸引和保留熟練員工，我們提供涵蓋各項福利的全面薪酬待遇。我們的員工享有多項福利，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。此外，在東莞，我們更專門為駐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》。

於報告年度，我們亦對員工福利政策進行更新。完成試用期的全職員工現每年可於生日當月享有一天生日假期。我們亦修改了我們的婚假政策，工作六個月或以上的全職員工可於婚姻登記後三個月內申請享有三天帶薪假期(現有假期除外)。這些更新反映我們對支持員工及創造積極工作環境的承諾。

### ***Diversity and Equal Opportunity***

TWG firmly believes in the importance of inclusivity and is dedicated to upholding diversity within its workforce. Our Staff Handbook incorporates policies that explicitly address discrimination and harassment, drawing reference from anti-discrimination ordinances such as the Sex Discrimination Ordinance, Family Status Discrimination Ordinance, Disability Discrimination Ordinance, and Race Discrimination Ordinance of Hong Kong. Apart from group-level policies, we have implemented specific recruitment management and anti-discrimination and harassment policies in Dongguan. These policies guarantee equal opportunities for all individuals, firmly rejecting any form of discrimination based on race, religion, age, nationality, social status, sexual orientation, gender identity, political preference, or disability. To further safeguard the rights and well-being of our employees, we have established an Employee Grievance Committee in Hong Kong. This committee evaluates, implements, monitors, assesses, and handles various types of complaints, including issues related to corruption, discrimination, harassment, unfair treatment, etc. To ensure a safe reporting environment, we have established a Whistleblowing Policy that outlines clear guidelines for employees to report any instances of misconduct within the workplace. Multiple reporting channels are made available, and the policy ensures that all reported cases are handled appropriately. In the event of any raised concerns, the Group conducts thorough investigations and, if necessary, publishes a detailed report. We also provide comprehensive onboarding training to enhance employees' awareness and understanding of unethical behaviour in the workplace. Throughout the reporting year, there were no instances of non-compliant behaviour related to discrimination and harassment.

### **多元及平等機會**

捷榮堅信共容的重要性，並致力於維護員工多元性。我們的《員工手冊》中包含明確處理歧視及騷擾的政策，這些政策參考了香港的反歧視條例，如《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，我們還特別在東莞實施了招聘管理及反歧視及騷擾的政策。這些政策確保所有員工享有平等機會，堅決反對基於種族、宗教、年齡、國籍、社會地位、性取向、性別認同、政治取態或殘疾所致的任何形式歧視。為了進一步保護我們員工的權利及福祉，我們已於香港成立員工申訴委員會。該委員會評核、實施、監察、評估及處理各類投訴，包括有關貪污、歧視、騷擾、不公正待遇及其他問題的事宜。為確保安全的舉報環境，我們制定了《告密政策》，為員工舉報工作場所內任何不當行為提供了明確的指導方針。我們設有多種舉報渠道，且該政策確保所有的舉報案件都能得到妥善處理。若有任何疑慮，本集團將進行徹底調查，並在必要時發佈詳細報告。我們亦提供全面的入職培訓，以提高員工對工作場所中不道德行為的認識和理解。於報告年度，我們沒有任何有關歧視及騷擾的違規事例。

### ***Human and Labour Rights***

The Group places immense importance on upholding human and labour rights. We have implemented policies at both the group and business unit levels, aligning with local regulations, to strictly prohibit the use of forced labour and child labour. Our commitment extends to prohibiting any form of non-voluntary employment, including situations involving threats, violence, or slavery. Through these policies, we aim to ensure that the basic rights of our employees are fully respected. Throughout the reporting year, no instances of human and labour rights violations, including child or forced labour, were identified.

### **3.3 Employee Training and Development**

#### ***Training Opportunities***

To deliver quality work and services, it is crucial for employees to possess the necessary technical knowledge and skills. To achieve this, our company has developed a comprehensive training plan guided by our Training Policies. This plan encompasses various areas of talent development, cultural transformation, competency enhancement, and professional growth. We provide orientation programs for new hires, acquainting them with our business structure and operations. They also receive specific training, including occupational health and safety training, tailored to their respective roles and responsibilities.

Throughout the year, we have conducted on-the-job training to sharpen employees' technical, functional, and managerial skills. The training is customised to address the specific requirements and qualifications of their roles and covers a range of topics, such as food safety, quality control, environmental protection, human resource management, and legal regulations. For instance, in Dongguan, we organised crisis management and emergency supply training, as well as a food safety and quality month. Additionally, regular training sessions are provided to employees in the production department to enhance their knowledge and ensure compliance with our rigorous standards pertaining to food safety, good manufacturing practices, and production requirements.

### ***人權與勞工權利***

本集團極為重視本保護人權及勞工權利。我們已按照當地法規，實施集團層面和業務層面政策，嚴禁使用強制勞工及童工。我們亦承諾禁止任何形式的非自願就業，例如涉及威脅、暴力或奴役的情況。通過這些政策，我們旨在確保我們員工的基本權利得到充分尊重。於報告年度，我們沒有發現任何侵犯人權和勞工權利的事例，包括童工或強制勞工事例。

### **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，員工具備必要的技術知識及技能至關重要。為此，本公司已根據《培訓政策》制定全面的培訓計劃。該計劃涵蓋了人才發展、文化轉型、能力提升及專業發展多個領域。我們為新員工提供入職培養，讓其熟悉我們的業務結構及營運情況。他們亦會因應各自的職位及責任接受專門培訓，包括職業健康與安全培訓。

我們在過去一年進行了在職培訓，以提高員工的技術、職能和管理技能。培訓內容根據他們崗位的特定要求及資格度身定造，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，在東莞，我們組織了危機管理和緊急供應培訓以及食品安全質量月。此外，我們亦為生產部的員工提供定期培訓課程，以加強他們的知識，確保他們符合我們在食品安全、良好生產規範和生產要求等方面的嚴格標準。



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In light of the surging demand on digitalisation, we have engaged an external consulting firm to conduct a series of digital upskilling training workshops to our employees, covering topics on data automation, visualisation and analysis with Alteryx and Qlik Sense. To further support our talents in maximising their professional potential, we offer subsidies for external job-related training upon request. Employees can apply for tuition assistance for training relevant to their current positions, with supervisor approval. Employees who have completed their probation period and have been with the company for over one year with good performance are also eligible to apply for tuition assistance for training that aligns with the company's business needs.

### **Career Progression**

TWG encourages employees to seek continuous career development. Our employee's performance, ability, qualification, and experience are considered in the monthly and yearly 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.

鑒於對數字化的需求急劇增加，我們聘請一間外部諮詢公司，為員工舉辦一系列數字化技能提升培訓工作坊，內容涵蓋數據自動化、視覺化及使用Alteryx及Qlik Sense進行分析。為進一步支持我們的人才盡可能地發揮其職業潛能，我們應要求為與工作相關的外部培訓提供補貼。經主管批准，員工可申請與其當前職位相關的培訓學費補助。試用期屆滿且在公司工作一年以上並表現良好的員工，亦具備資格申請學費補助，以參加符合公司業務需求的培訓。

### **事業發展**

捷榮鼓勵員工追求事業持續發展。在月度及年度評估制度內，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 a strong focus on effectively managing the environmental effects caused by its activities and enhancing its environmental performance. Our enduring commitment to sustainability provides us with guidance on the Group's environmental management system and standards, which are also detailed in the IMS policy. Our operational guidelines and management approaches are specifically designed to fully adhere to all relevant environmental laws and regulations pertaining to air emissions, noise control, sewage discharge, and waste management. To ensure compliance, the Dongguan plant has enlisted the services of a third-party organisation to assess our emissions of noise, fumes, and water. There were no instances of non-compliance with environmental laws and regulations in Hong Kong and Mainland China. In addition to compliance, our operations in Hong Kong and Dongguan have obtained certifications from internationally recognised standards, such as ISO 14001 Environmental Management Systems and Rainforest Alliance Certification.

This year, we have further improved our disclosure of climate-related information in alignment with the recommendations of the Task Force on Climate-related Financial Disclosures (TCFD). We are fully committed to exploring opportunities to manage climate risks and enhance our resilience to climate change. For more information, 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

捷榮非常注重有效管理其業務引致的環境影響，以及其環境表現的提升。我們對可持續發展的長遠承諾詳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。我們特別制定的營運指引及管理方法旨在全面遵守涉及廢氣排放、噪音控制、污水排放及廢物管理的所有相關環境法律及法規。為確保合規性，東莞廠房延聘第三方機構，對我們的噪音、廢氣及污水排放進行評核。概無違反香港及中國內地環境法律及法規的事例。除合規外，我們於香港及東莞的業務已獲得國際認可的標準認證，如ISO 14001環境管理體系及雨林聯盟認證。

今年，我們進一步優化了氣候相關信息的披露，以符合氣候相關財務披露工作組(TCFD)的建議。我們全力探索機遇，管理氣候風險及加強我們對氣候變化的抵禦力。更多資料請參閱《氣候變化》章節。

為表明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 2023 2023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 進展順利
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 Dongguan plant of the Group has established both quantitative and qualitative environmental targets, which serve as benchmarks for evaluating our progress in environmental sustainability. We conduct annual assessments to ensure that our performance aligns with our ESG goals. We are delighted to announce that in 2023, the Dongguan plant successfully achieved all of its environmental objectives.

本集團已於東莞廠房制定定量及定性環境目標，作為評價我們在環境可持續方面所取得的進展的基準。我們進行年度評估，以確保我們的表現與我們的ESG目標一致。我們喜見東莞廠房於2023年已成功達成所有環境目標。

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

TWG recognises the importance of promoting green office concepts among our employees in order to foster environmentally sustainable practices. To further enhance their understanding of environmental management, we conduct internal training sessions on ISO 14001, the Rainforest Alliance audit, and internal and external assessments.

捷榮重視在員工當中推廣綠色辦公的理念，以推動環境可持續的實踐。為了進一步加深他們對環境管理的了解，我們舉辦有關ISO 14001的內部培訓、雨林聯盟審核以及內部和外部評估。

### 4.1 Energy Consumption and Air Emission

Energy management holds a significant place in TWG's priorities, and we have implemented various initiatives to reduce energy consumption in our operations. In Hong Kong, we have been implementing green office initiatives such as the increased usage of LED lights and T5 lamps, with full installation expected to be completed by 2024. We closely monitor the electricity usage in our Dongguan operations to assess the effectiveness of our energy-saving initiatives. In Dongguan, we have achieved 80% coverage of LED lamps to enhance energy efficiency. Additionally, we have implemented a smart energy control system and adopted energy-efficient equipment labelled as "Grade 1." We regularly update our employees on energy conservation through notices, emails, and our office automation system to enhance their knowledge of energy-saving practices.

The Group's major energy consumption is primarily associated with production and supply chain operations. To further reduce energy consumption, we have replaced bottled liquefied petroleum gas with natural gas pipelines to support coffee roaster fuelling operations in Dongguan. The roaster's afterburner in Hong Kong plant was replaced with a water scrubber and will start operating in early 2024. We will install a new roaster that uses town gas instead of diesel, aiming to reduce emissions. This setup will start operating in 2024. This new roaster also includes filtration equipment to remove organic particles and odours from the flue gas, leading to a reduction in other air emissions. Similarly, the filtration equipment at the Dongguan plant helps reduce particle emissions during instant beverage production.

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.

### 4.1 能源消耗及廢氣排放

能源管理在捷榮的要務中佔有重要地位，故我們的營運中實施了多項措施以減少能源消耗。我們一直在香港實施綠色辦公室措施，例如增加LED燈和T5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，以評估節能舉措的有效性。在東莞，我們實現了80%的LED燈覆蓋率，以提高能源效益。此外，我們實施了智能能源控制系統，並採用「一級能源」標籤的節能設備。我們定期以通告、電子郵件及我們的辦公自動化系統告知員工最新的節能措施，以加強他們對節能實踐的認知。

本集團的主要能源消耗主要與生產及供應鏈運作有關。為進一步減少能源消耗，我們已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。在香港廠房，咖啡炒爐的後燃機已由水洗滌器取代，且將於2024年初開始營運。為了減少排放，我們將安裝一個新炒爐，改用煤氣代替柴油。該裝置將於2024年開始運作。該新炒爐亦設有過濾設備，以去除煙氣中的有機顆粒和氣味，從而減少其他廢氣排放。東莞廠房的過濾設備同樣有助減少速溶飲料生產過程中的顆粒物排放。

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。

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Our dedication to energy conservation was widely recognised. During the reporting year, we were received Hong Kong Awards for Environmental Excellence Certification in the manufacturing and industrial service sector, affirming our commitment to environmental performance. Additionally, we were awarded the “Energywi\$e Certificate” by the Hong Kong Green Organization Certification, attaining a “Good Level” rating. This recognition highlights our significant contributions to environmental protection and showcases our leadership in environmental conservation and energy efficiency.

Compared to last year, the energy intensity of TWG has raised by 8% and the total energy consumption has increased by 34% due to new adoption of natural gas in 2023. Therefore, the Group has a total of 3,465 tonnes carbon dioxide equivalent (“CO<sub>2</sub>e”) greenhouse gas emission in the reporting year, accounting for 7% more than the previous year. Understanding the importance of emission management on our manufacturing process and transportation, we are striving to reduce energy usage and managing air emissions.

### 4.2 Waste Management

At TWG, we are committed to implementing industry-leading waste management practices that aim to minimise waste generation. We continuously monitor the amount of waste we produce and handle different types of waste separately, including general waste, recyclable waste, and hazardous waste from our industrial facilities and offices. To promote recycling, we have established designated areas where recyclable materials such as burlap, metal, plastic, and paper cardboard can be collected and stored. These materials are regularly collected by certified recycling companies to ensure proper recycling processes. We emphasise the proper handling of hazardous waste by storing items like fluorescent tubes, laboratory organic solvents, used chemical or organic solvent drums, and used machine oil separately in designated locations, in compliance with local regulations. Qualified service providers are responsible for collecting and recycling these materials, ensuring their safe disposal. During the reporting year, our Dongguan operations met the goal of 100% hazardous waste recycling.

我們對節約能源的奉獻得到了廣泛認可。於報告年度，我們獲得香港環境卓越大獎(製造和工業服務界別)，以肯定我們對環境表現的承擔。此外，我們獲香港綠色機構認證頒發「節能證書」，取得「良好級別」評級。此項認可彰顯我們在環保方面的重大貢獻，並展現我們在環境保育和能源效益方面的領先地位。

由於在2023年採用天然氣，與去年相比，捷榮的能源密度提高了8%，而能源總耗量則上升34%。因此，於本報告年度，本集團排放了3,465噸二氧化碳當量的溫室氣體，比上一年增加了7%。我們明白排放管理對我們的生產過程和運輸的重要性，正努力減少能源使用並管控廢氣排放。

### 4.2 廢棄物管理

捷榮致力奉行領先業界的廢棄物管理實踐，旨在將產生的廢棄物減至最少。我們持續監控產生的廢棄物數量，並分開處理不同類型的廢棄物，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，我們設立了指定區域去收集和儲存可回收包裝原料，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，以確保回收程序得宜。我們重視妥善處理有害廢棄物，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。這些材料會由合資格的服務供應商負責收集和回收，確保安全處置。於報告年度，我們的東莞營運實現了危險廢棄物回收率100%的目標。

# Environmental, Social and Governance Report

## 環境、社會及管治報告

In Dongguan plant, we appointed a third party to verify the compliance of our wastewater discharge with all applicable laws and regulations, including Environmental Protection Law of the People's Republic of China, Law of the People's Republic of China on the Prevention and Control of Environmental Pollution by Solid Wastes, and other laws and regulations on environmental protection. Online monitoring system has been installed for sporadic wastewater and agreements for the transfer of sporadic industrial wastewater has been signed as part of TWG's wastewater discharge monitoring and treatment program.

To actively encourage waste minimisation, we have implemented internal initiatives that promote reuse and recycling among our employees. Recycling containers have been placed in our offices to collect recyclable materials, which are then sent to external parties for reuse processing. Additionally, we extend the lifespan of old stationery by placing them in public areas. Since 2020, we have also introduced the Office Olympics, a program that motivates our staff to reduce the use of paper and printers. Furthermore, we have implemented a departmental stationery order management system to reduce the number of new stationery orders.

As a tea and coffee solutions company, we understand the significance of recycling coffee grounds. During the reporting year, we actively participated in the ECF Food Sharing and ECF Coffee Parade initiatives. 2,220.7 kg coffee grounds were collected since June 2022, and they were upcycled by "New Life Farm" into fertilizers.

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，包括《中華人民共和國環境保護法》、《中華人民共和國固體廢物污染環境防治法》及其他有關環境保護的法律法規。作為捷榮廢水排放監控及處理方案的一部分，我們安裝了陣發性廢水在線監控系統，並簽訂了陣發性工業廢水轉移協議。

我們推行了內部措施推動員工重用及回收，積極鼓勵減廢。辦公室設置回收箱，收集可回收材料，隨後轉交外間機構進行重用。此外，我們將舊文具放置在公共區域以延長其使用壽命。自2020年起，我們亦推出「辦公室奧運會」計劃，以激勵員工減少使用紙張和打印機。此外，我們實施了部門文具訂購管理系統，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，我們明白回收咖啡渣的意義。於報告年度，我們積極參加「食得滿FUN」及「咖啡巡禮」計劃。自2022年6月起，我們收集了2,220.7公斤咖啡渣，並交由「新生會農場」將其升級再造，轉化為肥料。

### 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. Apart from these initiatives, we also raise our staff's awareness of water conservation by placing signs at the pantry and restroom.

#### **Paper consumption**

In our commitment to reducing paper consumption in office operations, we have established a target of achieving a 2% year-over-year reduction in paper usage in Hong Kong. To achieve this goal, we have implemented an OA system that processes daily operational paperwork on an electronic platform, minimizing the need for paper copies. The OA system not only helps streamline processes but also reduces the risk of human error. To promote paper conservation, we regularly monitor the monthly paper usage of each department and actively communicate paper-saving tips to employees through email reminders and posters.

#### **Product Packaging**

At TWG, we are fully aware of the negative environmental impacts associated with single-use packaging. As a result, we have invested significant effort in researching sustainable packaging solutions. In order to mitigate these environmental impacts, we have adopted ecologically friendly adhesive and ink for printing the aluminium film on our packaging, which is manufactured in Dongguan.

### 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**

為彰顯我們對保護水資源的承擔，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 and 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。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。

#### **紙張消耗**

為實踐我們對減少辦公室用紙的承擔，我們為香港業務訂下用紙量按年減少2%的目標。為實現該目標，我們實施了辦公室自動化系統，在電子平台上處理日常營運文書工作，盡量減少使用紙本文件。辦公室自動化系統不僅有助精簡流程，也能減少人為錯誤。為推動節約用紙，我們定期監察各部門每月的用紙量，並以提示電郵及海報積極向員工提供節約用紙錦囊。

#### **產品包裝**

捷榮充分意識到一次性包裝對環境的負面影響。因此，我們致力研究以可持續包裝解決此問題。為減輕這些環境影響，我們在東莞生產的包裝上的鋁膜採用環保膠水和油墨來印刷。

### **Coffee and Tea's Impact on the Environment**

As a coffee and tea supplier, we understand the interconnection between the environment and the production of these crops. Land modification for coffee and tea cultivation can potentially lead to a loss of biodiversity, while the use of agrochemicals and pesticides can contribute to land pollution. Although these environmental issues may not have an immediate impact on our business operations, we recognise our responsibility to prevent indirect environmental repercussions by implementing sustainable supplier management practices. Further details regarding our sustainable practices are disclosed in the Supporting Sustainable Procurement section.

### **4.4 Climate Change**

The Group acknowledges climate change as a significant global challenge and recognises its impact on both TWG's business and our responsibility to minimise climate risks while enhancing climate resilience. This year, we have strengthened our climate disclosure by focusing on four key pillars: Governance, Strategy, Risk Management, and Metrics & Targets, following the recommendations of the TCFD.

#### **Governance**

To oversee climate-related matters, the Board conducts annual meetings where climate risks and management strategies, identified risks, and mitigation measures are reviewed and reported regularly. The RMOC Team, consisting of key managers, representatives from different business units, and relevant department heads, is responsible for identifying, reviewing, and monitoring ESG risks, including climate-related risks. Additionally, the Operation Control Department conducts an annual review of the effectiveness of the risk management and internal control system.

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

### **咖啡和茶葉對環境的影響**

作為咖啡和茶葉供應商，我們了解到環境與咖啡和茶葉作物相互之間的聯繫。為遷就咖啡和茶葉的種植而使土地產生變化，可能導致生物多樣性喪失，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我們的業務營運產生即時影響，但我們明白到，我們有責任通過實施可持續的供應商管理實踐來防止間接的環境影響。有關我們可持續實踐的進一步詳情於《支持可持續採購》章節內披露。

### **4.4 氣候變化**

本集團認同氣候變化是一項重大的全球性挑戰，並深明氣候變化對捷榮業務的影響，而且對於將氣候風險降至最低並增強氣候抵禦力，我們亦深感責無旁貸。今年，我們已按照TCFD的建議，加強了集中於四個關鍵支柱的氣候披露：管治、策略、風險管理和指標及目標。

#### **管治**

董事會舉行年度會議以對氣候相關事宜進行監督，會上定期審查和匯報氣候風險和管理策略、已識別風險及減緩措施。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主管組成的風險管理及營運監控小組負責識別、審查和監察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。

有關我們氣候風險管治架構的詳情，請參閱《ESG管治》章節。



Our Climate Change Policy outlines our approach to climate mitigation, resilience, and adaptability within the Group. This policy provides guidance on addressing climate risks in areas such as energy efficiency and conservation, renewable energy utilisation, packaging, raw material sourcing, waste management, and greenhouse gas (GHG) emissions. By doing so, we aim to raise awareness of sustainability and environmental issues across all our operations. To ensure continuous applicability and compliance, the policy undergoes regular examination.

### **Strategy**

To effectively address the challenges posed by climate change and enhance our disclosure on its impacts, the Group has devised a 3-year TCFD Roadmap to strengthen our climate change management capabilities. Our aim is to gradually align with the TCFD recommendation framework by 2025.

During the current reporting year, TWG conducted a climate risk assessment to identify significant physical and transition risks that may affect our business and supply chain. In the forthcoming reporting years, the Group will undertake climate scenario analysis and risk mapping exercises to project potential climate outcomes. These exercises will enable us to develop concrete approaches to address risks and prevent negative impacts on our business.

### **Risk Management**

To enhance our climate risk assessment, we have engaged a third-party consultant. Considering the nature of our business and geographical locations, we have identified material climate risks across our operations and supply chain. This comprehensive identification of risks provides the Group with a more holistic view for managing specific climate risks. The material risks were reviewed in a Board meeting, where internal discussions and evaluations took place. The following tables illustrate the physical and transition risks identified for TWG.

我們的氣候變化政策概述了我們在集團內減緩氣候變化、建立抵禦力和適應力的方針。該政策為應對能源效益和節能、可再生能源的使用、包裝、原材料採購、廢棄物管理及溫室氣體排放等領域的氣候風險提供了指引。我們旨在藉此在所有營運中提高對可持續性及環境議題的意識。為確保持續適用及合規，我們會定期審視政策。

### **策略**

為有效應對氣候變化帶來的挑戰和增強對其影響的披露，本集團制定了為期三年的TCFD藍圖，以加強我們的氣候變化管理能力。我們訂下在2025年之前逐步符合TCFD建議框架的目標。

於本報告年度，捷榮進行了氣候風險評估，以識別可能影響我們的業務及供應鏈的重大實體及過渡風險。在未來的報告年度，本集團將進行氣候情景分析及風險對應，以預測潛在氣候結果。這些工作將使我們能夠制定具體方法來應對風險並防止對我們的業務產生負面影響。

### **風險管理**

我們委聘了第三方顧問以提升我們的氣候風險評估。考慮到我們的業務性質及地理位置，我們識別到營運及供應鏈中的重大氣候風險。全面的風險識別讓本集團可通盤審視特定氣候風險的管理。董事會在會議中進行內部討論和評估以審視重大風險。下表說明捷榮所識別的實體及過渡風險。

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Risk Type 風險類型	Risk 風險	Expected Impact 預期影響
Physical Risk – Acute 實體風險 – 急性	Typhoon/Extreme precipitation 颱風／極端降雨	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. 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。
	Water stress 缺水	Coffee and tea crops have high demands for fresh water and there is high competition in water withdrawal in various suppliers' locations. 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。
	Drought 乾旱	Drought affects the water supply for business operations and growth of raw materials. 乾旱影響企業營運的供水和原材料的生長。
Physical Risk – Chronic 實體風險 – 慢性	Extreme heat/ temperature rise 極熱／溫度升高	Temperature rise leads to increase of operation cost with higher demand on air-conditioning and lower production of raw materials. 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。
	Sea level rise 海平面上升	Sea level rise may flood and damage existing assets in coastal areas. It may affect the company's strategic planning and development with the assets' locations 海平面上升可能會淹沒和破壞沿海地區的現有資產。這可能會影響本公司的策略規劃及資產所在地的發展。
Transition Risk – Policy and legal risk 過渡風險 – 政策及法律風險		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. 預計中國內地和香港政府將推出積極的政策，以落實過渡至低碳經濟，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。
Transition Risk – Technology Risk 過渡風險 – 技術風險		The technology transformation might lead to the displacement of the old systems and machines. 技術轉型可能導致舊系統和機器的淘汰。

# Environmental, Social and Governance Report

## 環境、社會及管治報告

Risk Type 風險類型	Risk 風險	Expected Impact 預期影響
Transition Risk — Reputational Risk 過渡風險 — 聲譽風險		Failure to actively respond to climate change will affect the public's overall evaluation of the company and increase reputational risks. 不積極應對氣候變化將影響公眾對本公司的整體評價，使聲譽風險增加。
Transition Risk — Market risk 過渡風險 — 市場風險		Customers and investors have higher expectations for green food and beverage operations. 客戶和投資者對綠色食品和飲料業務有更高的期望。

In our pursuit of sustainability, the Group actively promotes and invests in technologies that offer sustainable alternatives for goods and services. Our procurement programs consider environmental impacts, and we provide training to employees to raise awareness of the consequences of their actions. Key performance indicators (“KPIs”) and goals are set to monitor their activities and reduce negative environmental effects.

In addition to the energy consumption reduction measures outlined in the Energy Consumption and Air Emission section, we have developed mitigation actions to address the climate risks identified within our supply chain. In terms of general climate risk management in procurement, we evaluate local climate conditions and analyse the potential impacts on coffee and tea crops in the short and long term. We collect annual reports from our suppliers and organisations such as the Agricultural Society of the USA to gain a comprehensive understanding. This information aids us in making informed decisions when purchasing raw materials. Furthermore, to reduce reliance on a single supplier from a specific region and ensure consistent product supply, we diversify our sources by purchasing coffee and tea from various vendors. We continually expand our product sourcing pipeline and maintain a list of approved suppliers as contingency measures in case our primary supply source is impacted.

### Metrics and Targets

TWG has established a collective objective for energy consumption in the short term, which is outlined in the relevant sections under “Our Environment.” Furthermore, the Group intends to explore the possibility of formulating long-term climate-related targets at a later stage. To access information on our climate-related performance, including scope 1 and scope 2 emissions, please refer to the Performance Data Summary.

為了實現可持續發展，本集團積極推廣和投資能為商品和服務提供可持續替代品的技術。我們的採購計劃將環境影響納入考慮之列，又為員工提供培訓，以提高他們對其行為後果的意識，並訂立關鍵績效指標（「關鍵績效指標」）及目標，監察他們的活動，減少對環境的負面影響。

除了「能源消耗及廢氣排放」章節中概述的減少能耗措施外，我們亦實行減緩措施以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，我們評估當地的氣候狀況，並分析咖啡和茶葉作物在短期及長期內可能受到的影響。我們取閱供應商及美國農業協會等組織的年度報告，從而獲得全面了解。該等資料有助我們在採購原材料時作出明智的決定。此外，為了減少依賴來自特定地區的單一供應商並確保產品供應穩定，我們從各種貨源向多家供應商購買咖啡和茶葉。我們不斷擴充產品採購管道，並備存認可供應商名單，可在主要供應來源受到影響時作為應急措施。

### 指標及目標

捷榮制定了短期能源消耗的集體目標，在「我們的環境」中的相關章節概述。此外，本集團有意探討在往後階段制定長期氣候相關目標的可能性。如欲了解我們的氣候相關績效，包括範圍1及範圍2排放，請參閱「績效數據摘要」。

### 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\$190,000 and 278 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，本集團於報告年度共捐贈了19萬港元及貢獻了278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 在公益學院培育人才

During the reporting year, TWG continued to organise the Coffee Academy with the Hengli Social Governance Collaborative Innovation Centre to engage the community and promote coffee culture. Coffee Academy is a programme aimed to equip the underprivileged with coffee brewing knowledge and provide them opportunities to explore the coffee-making journey. In 2023, the Coffee Academy has conducted four training sessions with a total of 46 participants.

於報告年度，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。公益學院項目旨在協助弱勢群體學習咖啡沖煮知識，並為他們提供機會開啟咖啡製作之旅。於2023年，公益學院已成功舉辦四期培訓課程，並有46人參加。



## Case Study 案例



### Empowering youngsters with an immersive study journey 透過身臨其境的學習之旅賦予青少年能力



In 2023, we have hosted a company visit tour for a group of 28 students from the Dongguan Technician College. The tour has provided students with an in-depth understanding of the coffee industry and fostered their entrepreneurial spirit. Students had the opportunity to observe the entire coffee production process, from bean selection to brewing, and participate in coffee-making activities. Through the visit, we demonstrated our advanced production techniques and highlighted the importance of craftsmanship and innovation in the food and beverage industry. We are committed to continuing our collaboration with educational institutions and nurturing future entrepreneurs with practical experience.

於2023年，我們為來自東莞市技師學院的28名學生舉行了一次公司參觀。此次參觀讓學生們深入了解了咖啡產業，培養了他們的創業精神。學生有機會觀察從選咖啡豆到沖煮的整個咖啡生產過程，並參與咖啡製作活動。透過此次參觀，我們展現了我們先進的生產技術並突出了餐飲行業中工匠精神及創新的重要性。我們致力於延續我們與教育機構的合作及培養具有實際經驗的未來企業家。

# Environmental, Social and Governance Report

## 環境、社會及管治報告

### 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.

#### **Youth Development**

We have been actively involved in community activities, with a strong focus on the development of local youth. One of our initiatives this year was the TWG Work Experience Programme, offering internship opportunities to students and allowing them to gain practical work experience and develop their career aspirations. We also participated in the Business-School Partnership Program (“BSPP”) organised by the Education Bureau, which aimed to enhance students’ job skills and labour competency.

### 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。

#### **青少年發展**

我們一直積極參與社區活動，重點關注本地青少年的發展。我們今年的舉措之一是舉辦捷榮職場體驗計劃，該計劃為學生提供實習機會，使他們能獲得實際的工作經驗，並發展職業抱負。我們亦參加教育局舉辦的「商學院合作計劃」，裝備學生的工作技能並提高他們的勞動能力。

## Case Study 案例



### TWG Internship Programme 捷榮實習計劃

Our internship programme offered students a unique opportunity to gain work experience, fostering their personal development and preparing them for future careers. Students were able to develop practical skills and explore different career paths through networking with professionals, receive career guidance, and build confidence. This experiential learning helped students to gain new exposures, overcome challenges, and develop a strong work ethic.



我們的實習計劃為學生提供獲得工作經驗的獨特機會，促進他們的個人發展，並為他們未來的職業生涯做好準備。學生們能夠通過與專業人士的交流發展實用技能，探索不同的職業道路，接受職業指導，並建立自信。這種體驗式學習有助於學生接觸新事物、克服挑戰並培養強烈的職業道德。

# Environmental, Social and Governance Report

## 環境、社會及管治報告

### Volunteering

Further to the support on promoting coffee culture and nurturing young talents, we are also dedicated to community services. Our volunteer team has participated in various community activities to offer care to family, the elderly, and environment.

### 義工活動

除了支持推廣咖啡文化及培育年輕人才，我們亦致力於社區服務。我們的義工團隊參與了各項社區活動，關懷家庭、長者及環境。

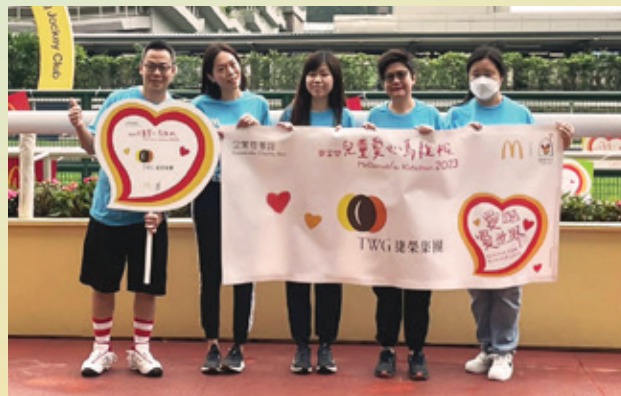
## Case Study 案例



### Supporting the “McDonald Children’s Marathon” campaign 支持「麥當勞兒童愛心馬拉松」活動

In Hong Kong, our volunteering team has participated in the 14th annual “McDonald Children’s Marathon” which aimed to provide support to children and their families by offering a comforting temporary home at the Ronald McDonald House during their treatment.

我們的義工團隊在香港參與第14屆「麥當勞兒童愛心馬拉松」，其旨在於向病童及其家人於麥當勞叔叔之家治療期間，透過提供短期住宿服務向彼等提供援助。





### Case Study 案例



#### Supporting the “Brightening People’s Little-Wishes” programme 支持「點亮羣眾微心願」計劃

In Dongguan, we have supported the “Brightening People’s Little-Wishes” programme which aimed at offering help to families in need and promoted social responsibility. We participated in home visits, engaged in dialogs and delivering daily necessities, educational supplies, and monetary support to address immediate needs and fulfil the “little wishes” of the vulnerable groups. Through supporting these activities, the Group strived to contribute to the society and help those in need.

在東莞，我們支持「點亮羣眾微心願」計劃，旨在幫助有需要的家庭，弘揚社會責任。我們通過家訪、對話、送日用品、送學習用品、送資助金等方式，解決弱勢群體的燃眉之急，實現他們的「微心願」。通過支持該等活動，本集團努力為社會做出貢獻，幫助該等有需要的人。



## Case Study 案例



### Supporting the “McDonald Children’s Marathon” campaign 支持「麥當勞兒童愛心馬拉松」活動

In Dongguan, we have supported the social initiative of visiting and comforting 11 retired soldiers. Through heartfelt conversations, we listened to their stories and understand their challenges faced in the post-retirement lives. Various relief supplies have been delivered, including daily necessities and food, hoping to provide the elderly with tangible care and warmth. This event has strengthened the well-being of the veterans, showing appreciation for their contributions.



在東莞，我們支持走訪及慰問11名退役士兵的社會行動。通過傾心交談，我們聆聽退役士兵的故事，了解彼等在退役後生活中所面臨的挑戰。我們亦送上各種援助物資，包括生活用品和食品，希望能為老人提供實實在在的關懷和溫暖。此次活動增進了老兵們的福祉，對他們的貢獻表示感謝。

# Environmental, Social and Governance Report

## 環境、社會及管治報告

### ***Donation and Sponsorship***

The Group supports our community partners through financial aid and in-kind donations. During the reporting year, 33 of our employees participated in the Online Community Chest Walk for Millions to support families and children in need, contributing more than 130 hours and donating \$60,000. We also joined the YO Virtual Walk 2023 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。於報告年度，我們有33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130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「2023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。

# Environmental, Social and Governance Report

## 環境、社會及管治報告

### PERFORMANCE DATA SUMMARY

### 績效數據摘要

	Unit 單位	FY2023 2023年度	FY2022 2022年度	FY2021 2021年度
<b>Environmental Performance Indicators 環境績效指標</b>				
<b>Greenhouse gas (GHG) Emission 溫室氣體排放量</b>				
<b>Direct GHG Emission (Scope 1)<sup>1</sup></b> 直接溫室氣體排放量(範圍1) <sup>1</sup>	<b>tonne CO<sub>2</sub> equivalent (tCO<sub>2</sub>e)</b> 噸二氧化碳當量	<b>1,550.39</b>	<b>1,119.86</b>	<b>1,160.37</b>
HCFC-22 氯二氟甲烷	tCO <sub>2</sub> e 噸二氧化碳當量	41.16	44.00	47.06
Town Gas <sup>2</sup> 煤氣 <sup>2</sup>	tCO <sub>2</sub> e 噸二氧化碳當量	12.81	11.34	12.54
LPG 液化石油氣	tCO <sub>2</sub> e 噸二氧化碳當量	446.21	386.96	394.28
Unleaded petrol for vehicle 汽車無鉛汽油	tCO <sub>2</sub> e 噸二氧化碳當量	35.74	36.51	38.92
Diesel for plant use 廠房柴油	tCO <sub>2</sub> e 噸二氧化碳當量	492.29	442.76	484.11
Diesel for vehicle 汽車柴油	tCO <sub>2</sub> e 噸二氧化碳當量	146.55	198.29	183.47
Natural Gas <sup>3</sup> 天然氣 <sup>3</sup>	tCO <sub>2</sub> e 噸二氧化碳當量	402.13	—	—
GHG removals from newly planted trees <sup>4</sup> 新種植樹木的溫室氣體清除量 <sup>4</sup>	tCO <sub>2</sub> e 噸二氧化碳當量	-26.50	—	—

<sup>1</sup> Direct GHG emissions (Scope 1) includes carbon dioxide, methane, nitrous oxide generated from the combustion of fuels in stationary combustion sources and vehicles and is calculated based on the emission factors in the “Appendix 2: Reporting Guidance on Environmental KPIs” published by the HKEx. The global warming potential is referred to in the Sixth Assessment Report of the Intergovernmental Panel on Climate Change (“IPCC”). The Group has adopted the “operational control” approach for defining its organisational boundary for the purpose of Scope 1, 2 and 3 GHG accounting and reporting.

直接溫室氣體排放(範圍1)包括固定源及車輛使用燃料所產生的二氧化碳、甲烷及一氧化二氮；並根據聯交所出版的《附錄二：環境關鍵績效指標匯報指引》中的排放因素計算。政府間氣候變化專門委員會(「IPCC」)的第六次評估報告中提及全球暖化的潛在情況。在溫室氣體會計及匯報方面，本集團採用「營運控制權」法來界定其組織範圍。

<sup>2</sup> FY2021 and FY2022 figures have been restated to reflect the actual situation.

2021年度及2022年度的數字已經重列，以反映實際情況。

<sup>3</sup> Relevant figure was disclosed from FY2023 onwards due to the new adoption of natural gas during the reporting period. 由於在報告期間採用天然氣，相關數字自2023年度起披露。

<sup>4</sup> Relevant figure was disclosed from 2023 onwards.

相關數字自2023年度起披露。

# Environmental, Social and Governance Report

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	Unit 單位	FY2023 2023年度	FY2022 2022年度	FY2021 2021年度
<b>Environmental Performance Indicators 環境績效指標</b>				
<b>GHG Emissions 溫室氣體排放量</b>				
<b>Indirect GHG emissions (Scope 2)<sup>5, 2</sup></b> 間接溫室氣體排放量(範圍2) <sup>5, 2</sup>	<b>tCO<sub>2</sub>e</b> 噸二氧化碳當量	<b>1,914.27</b>	<b>2,126.06</b>	<b>2,045.55</b>
Town Gas <sup>2</sup> 煤氣 <sup>2</sup>	tCO <sub>2</sub> e 噸二氧化碳當量	2.89	2.56	2.89
Electricity purchased 外購電力	tCO <sub>2</sub> e 噸二氧化碳當量	1,911.38	2,123.50	2,042.66
Hong Kong 香港	tCO <sub>2</sub> e 噸二氧化碳當量	356.08	435.33	447.98
PRC 中國	tCO <sub>2</sub> e 噸二氧化碳當量	1,555.30	1,688.17	1,594.68
<b>Total GHG emissions (Scope 1+2)</b> 溫室氣體總排放量(範圍1+2)	<b>tCO<sub>2</sub>e</b> 噸二氧化碳當量	<b>3,464.66</b>	<b>3,245.92</b>	<b>3,205.92</b>
<b>GHG emissions intensity</b> 溫室氣體排放密度	<b>tCO<sub>2</sub>e/tonne of product</b> 噸二氧化碳當量/ 噸產品	<b>0.357</b>	<b>0.416</b>	<b>0.352</b>
Scope 3 GHG Emission: Business Travel <sup>6</sup> 範圍3溫室氣體排放量：商務旅行 <sup>6</sup>	tCO <sub>2</sub> e 噸二氧化碳當量	5.68	—	—

<sup>5</sup> Indirect GHG emissions (Scope 2) are generated from the consumption of Towngas and purchased electricity by the Company. The emissions factors for Hong Kong-based operations are adopted from the latest sustainability reports published by the Hong Kong and China Gas Company Limited (Towngas) in 2022 and the CLP Power Hong Kong Limited in 2022; the emissions factors for the mainland-based operations referenced the Ministry of Ecology and Environment of the People's Republic of China.

間接溫室氣體排放(範圍2)由消耗煤氣及本公司外購電力所產生。對於以香港為基地的運營，排放因子是根據香港中華煤氣有限公司在2022年發布的可持續發展報告進行計算；以中國內地為基地的運營，排放因子乃參考中華人民共和國生態環境部數據進行計算。

<sup>6</sup> Relevant figures have been disclosed from 2023 onwards. Emissions data relating to air travel by the employees of the Group was based on the International Civil Aviation Organization Carbon Emissions Calculator ("ICAO"). 相關數字自2023年度起披露。涉及本集團僱員航空旅遊的排放數據是根據《國際民航組織碳排放計算器》計算。

# Environmental, Social and Governance Report

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	Unit 單位	FY2023 2023年度	FY2022 2022年度	FY2021 2021年度
<b>Environmental Performance Indicators 環境績效指標</b>				
<b>Energy consumption<sup>7</sup></b> 能源消耗 <sup>7</sup>				
Diesel for plant use 廠房柴油	Litre 升	188,133	169,200	185,000
LPG 液化石油氣	KG 千克	147,897	128,258	130,684
Unleaded petrol for vehicle <sup>8</sup> 汽車無鉛汽油 <sup>8</sup>	Litre 升	13,393	13,484	14,372
Diesel for vehicle 汽車柴油	Litre 升	55,561	75,127	81,810
Town Gas <sup>2</sup> 煤氣 <sup>2</sup>	Unit 單位	5,017	4,440	4,910
Electricity purchased 外購電力	kWh 千瓦時	3,640,190	3,215,429	3,131,608
Natural Gas <sup>3</sup> 天然氣 <sup>3</sup>	m <sup>3</sup> 立方米	188,918	—	—
<b>Total energy consumption<sup>7</sup></b> 能源消耗總量 <sup>7</sup>	<b>kWh</b> 千瓦時	<b>10,488,204</b>	<b>7,801,184</b>	<b>8,006,285</b>
Energy Intensity <sup>7</sup> 能源密度 <sup>7</sup>	kWh/tonne of product 千瓦時/噸產品	1,082	999	878

<sup>7</sup> Energy consumption from fossil fuels in the use of stationary combustion sources and vehicles is calculated with reference to “Appendix 2: Reporting Guidance on Environmental KPIs” published by the HKEx.

固定源及車輛使用的化石燃料的能源消耗為參考聯交所出版的《附錄二：環境關鍵績效指標匯報指引》。

<sup>8</sup> FY2021 and FY2022 figures have been restated to align the calculation methodology across years.  
2021年度及2022年度的數字已經重列，使各年的計算方法一致。

# Environmental, Social and Governance Report

## 環境、社會及管治報告

	Unit 單位	FY2023 2023年度	FY2022 2022年度	FY2021 2021年度
<b>Environmental Performance Indicators 環境績效指標</b>				
<b>Air emissions<sup>9</sup></b> 空氣排放 <sup>9</sup>				
Nitrogen oxides (“NOx”) 氮氧化物 (「NOx」)	kg 千克	30.76	—	—
Sulphur oxides (“SOx”) 氧化硫 (「SOx」)	kg 千克	1.24	—	—
Particulate matter (“PM”) 顆粒物 (「PM」)	kg 千克	NA	—	—
<b>Water consumption</b> 耗水量				
<b>Total water consumption<sup>10</sup></b> 總耗水量 <sup>10</sup>	<b>m<sup>3</sup></b> 立方米	<b>15,808</b>	<b>22,912</b>	<b>16,357</b>
Water consumption intensity <sup>10</sup> 耗水密度 <sup>10</sup>	m <sup>3</sup> /tonnes of product 立方米／噸產品	1.63	2.93	1.80
<b>Waste management and packaging materials</b> 廢棄物管理及包裝材料				
<b>Total hazardous waste produced</b> 所產生有害廢棄物總量	<b>tonne</b> 噸	<b>1.16</b>	<b>2.0</b>	<b>1.5</b>
Hazardous waste intensity 有害廢棄物密度	tonnes/tonnes of product 噸／噸產品	0.0001	0.0003	0.0002
<b>Total non-hazardous waste produced</b> 所產生無害廢棄物總量	<b>tonne</b> 噸	<b>134.7</b>	<b>163.6</b>	<b>130.6</b>
Non-hazardous waste intensity 無害廢棄物密度	tonnes/tonnes of product 噸／噸產品	0.014	0.021	0.014

<sup>9</sup> Air emissions are generated from the consumption of Liquefied Petroleum Gas (“LPG”), Towngas, petrol and diesel fuel. The Emission Factors adopted are based on Appendix 2: Reporting Guidance on Environmental KPIs published by the HKEx. Relevant figure was disclosed from 2023 onwards. As distance travelled by vehicles data is not available, the NOx and PM emission data from vehicles are excluded.

大氣排放乃因消耗液化石油氣、煤氣、石油及柴油燃料而產生。排放因素乃按聯交所刊發的《附錄二：環境關鍵績效指標匯報指引》。相關數字自2023年度起披露。由於並無車輛行使距離的數據，故剔除車輛的氧化氮及懸浮微粒的排放數據。

<sup>10</sup> FY2022 figure has been restated to reflect the actual consumption.  
2022年度的數字已經重列，以反映實際消耗。

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	Unit 單位	FY2023 2023年度	FY2022 2022年度	FY2021 2021年度
<b>Environmental Performance Indicators 環境績效指標</b>				
<b>Total non-hazardous waste recycled</b> 無害廢棄物回收總量	<b>tonne</b> 噸	<b>115.45</b>	<b>130.10</b>	<b>95.10</b>
Paper 紙	tonne 噸	88.63	90.30	58.40
Metal 金屬	tonne 噸	0.55	0.90	0.80
Plastics 塑料	tonne 噸	7.75	13.80	11.20
Burlap 粗麻布	tonne 噸	16.98	25.10	24.70
Coffee bean husk 咖啡豆皮	tonne 噸	1.54	—	—
<b>Total packaging material</b> 包裝材料總量	<b>tonne</b> 噸	<b>1,035</b>	<b>938</b>	<b>1,013</b>
Paper 紙	tonne 噸	740	714	819
Plastic 塑料	tonne 噸	295	224	194
Major packaging materials intensity 主要包裝材料密度	tonnes/tonnes of product 噸/噸產品	0.107	0.120	0.111



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	Unit 單位	FY2023 2023年度	FY2022 2022年度	FY2021 2021年度
<b>Social Performance Indicators 社會績效指標</b>				
<b>Employee profile (as of December 31 2023)</b> 僱員資料(截至2023年12月31日)				
Total workforce 僱員總數	no. of people 人數	398	407	442
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	395	400	435
Contract 合約	no. of people 人數	3	7	7
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	398	400	442
Part-time 兼職	no. of people 人數	0	7	0
Total workforce by gender 按性別劃分的僱員總數				
Male 男性	no. of people 人數	232	233	255
Female 女性	no. of people 人數	166	174	187
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	49	50	83
31-50 31-50歲	no. of people 人數	262	269	288
Above 50 50歲以上	no. of people 人數	87	88	71

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	Unit 單位	FY2023 2023年度	FY2022 2022年度	FY2021 2021年度
<b>Social Performance Indicators 社會績效指標</b>				
Total workforce by geographic region 按地區劃分的僱員總數				
Hong Kong 香港	no. of people 人數	195	209	207
Mainland China 中國內地	no. of people 人數	203	198	235
<b>Employee turnover 僱員流失</b>				
Employee turnover rate 僱員流失比率	%	21.05%	23.09%	30.60%
Employee turnover rate by gender 按性別劃分的僱員流失比率				
Male 男性	%	21.12%	23.73%	29.93%
Female 女性	%	20.96%	22.29%	31.51%
Employee turnover rate by geographic region 按地區劃分的僱員流失比率				
Hong Kong 香港	%	27.18%	22.85%	40.03%
Mainland China 中國內地	%	15.20%	23.32%	21.88%
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	%	26.53%	54.00%	45.78%
31-50 31-50歲	%	19.01%	21.19%	27.78%
Above 50 50歲以上	%	24.14%	17.05%	18.06%

# Environmental, Social and Governance Report

## 環境、社會及管治報告

	Unit 單位	FY2023 2023年度	FY2022 2022年度	FY2021 2021年度
<b>Social Performance Indicators 社會績效指標</b>				
<b>Occupational health and safety 職業健康及安全</b>				
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	138	310	530.5
<b>Development and training 發展及培訓</b>				
Percentage of employees trained 受訓僱員百分比	%	131%	93%	95.7%
Percentage of employees trained by gender 按性別劃分的受訓僱員百分比				
Male 男性	%	58%	56%	60%
Female 女性	%	42%	44%	44%
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	%	19%	17%	16%
Senior 高級僱員	%	23%	24%	28%
General staff 一般僱員	%	58%	59%	61%
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	10.4	10.7	12.2
Female 女性	hours 小時	10.5	10.2	12.4

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	Unit 單位	FY2023 2023年度	FY2022 2022年度	FY2021 2021年度
<b>Social Performance Indicators 社會績效指標</b>				
Average training hours per employees by employee category 按僱員類別劃分的每名僱員完成受訓的平均時數				
Management 管理層	hours 小時	7.3	10.0	16.0
Senior 高級僱員	hours 小時	7.7	10.4	14.2
General Staff 一般僱員	hours 小時	10.6	12.0	10.5
<b>Supply chain management 供應鏈管理</b>				
Number of suppliers by geographic location 按地區劃分的供應商數目				
Hong Kong 香港	number 數目	42	44	58
Mainland China 中國內地	number 數目	146	156	167
Other regions 其他地區	number 數目	43	40	48
<b>Product responsibility 產品責任</b>				
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				
	number 宗數	69	30	82
<b>Community investment 社區投資</b>				
Total amount of cash and in-kind donations 現金及實物捐款總額				
	HK\$ 港元	190,000	160,000	186,000
Total hours of volunteer work 義工活動總時數				
	hours 小時	278	189	370

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## 環境、社會及管治報告

### 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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Reporting Principles 報告原則	About this Report 有關本報告	4
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Aspects, General Disclosure, KPIs 層面、一般披露及關鍵績效指標	Description 描述	Cross-reference in this Report/Comment 本報告對應章節/對應評述	Page 頁數
<b>A. Environmental 環境</b>			
<b>Aspect A1: Emissions 層面A1：排放物</b>			
General Disclosure 一般披露	Information on: 有關廢氣及溫室氣體排放、向水及土地的排 污、有害及無害廢棄物的產生等的：  (a) the policies; and 政策；及  (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste. 遵守對發行人有重大影響的的法律及規 例。	CHAPTER 4 OUR ENVIRONMENT Energy Consumption and Air Emission Waste Management Resource Consumption 第四章我們的環境 能源消耗及廢氣排放廢棄物 管理資源消耗	33-42
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。	PERFORMANCE DATA SUMMARY 績效數據摘要	51-55

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KPI A1.2 關鍵績效指標 A1.2	Direct (Scope 1) and energy indirect (Scope 2) greenhouse gas emissions (in tonnes) and, where appropriate, intensity. 直接(範疇1)及能源間接(範疇2)溫室氣體總排放量(以噸計算)及(如適用)密度。	PERFORMANCE DATA SUMMARY 績效數據摘要	51-55
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	51-55
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	51-55
KPI A1.5 關鍵績效指標 A1.5	Description of emission target(s) set and steps taken to achieve them. 描述所訂立的排放量目標及為達到這些目標所採取的步驟。	CHAPTER 4 OUR ENVIRONMENT Energy Consumption and Air Emission Waste Management 第四章我們的環境 能源消耗及廢氣排放廢棄物管理	33-36
KPI A1.6 關鍵績效指標 A1.6	Description of how hazardous and non-hazardous wastes are handled, and a description of reduction target(s) set and steps taken to achieve them. 描述處理有害及無害廢棄物的方法, 及描述所訂立的減廢目標及為達到這些目標所採取的步驟。	CHAPTER 4 OUR ENVIRONMENT Waste Management 第四章我們的環境 廢棄物管理	36-37
<b>Aspect A2: Use of Resources 層面A2: 資源使用</b>			
General Disclosure 一般披露	Policies on the efficient use of resources, including energy, water and other raw materials 有效使用資源(包括能源、水及其他原材料)的政策。	CHAPTER 4 OUR ENVIRONMENT Resource Consumption 第四章我們的環境 資源消耗	38-39
KPI 2.1 關鍵績效指標2.1	Direct and/or indirect energy consumption by type in total (kWh in'000s) and intensity. 按類型劃分的直接及/或間接能源總耗量(以千個千瓦時計算)及密度。	PERFORMANCE DATA SUMMARY 績效數據摘要	51-55

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KPI 2.2 關鍵績效指標2.2	Water consumption in total and intensity 總耗水量及密度。	PERFORMANCE DATA SUMMARY 績效數據摘要	51-55
KPI 2.3 關鍵績效指標2.3	Description of energy use efficiency target(s) set and steps taken to achieve them. 描述所訂立的能源使用效益目標及為達到這些目標所採取的步驟。	CHAPTER 4 OUR ENVIRONMENT Resource Consumption 第四章我們的環境 資源消耗	38-39
KPI 2.4 關鍵績效指標2.4	Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency target(s) set and steps taken to achieve them. 描述求取適用水源上可有任何問題，以及及所訂立的用水效益目標及為達到這些目標所採取的步驟。	CHAPTER 4 OUR ENVIRONMENT Resource Consumption 第四章我們的環境 資源消耗	38-39
KPI 2.5 關鍵績效指標2.5	Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced. 製成品所用包裝材料的總量(以噸計算)及(如適用)每生產單位估量。	PERFORMANCE DATA SUMMARY 績效數據摘要	51-55
<b>Aspect A3: The Environment and Natural Resources 層面A3：環境及天然資源</b>			
General Disclosure 一般披露	Policies on minimising the issuer's significant impact on the environment and natural resources. 減低發行人對環境及天然資源造成重大影響的政策。	CHAPTER 4 OUR ENVIRONMENT Resource Consumption 第四章我們的環境 資源消耗	38-39
KPI A3.1 關鍵績效指標 A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them. 描述業務活動對環境及天然資源的重大影響及已採取管理有關影響的行動。	CHAPTER 4 OUR ENVIRONMENT Resource Consumption 第四章我們的環境 資源消耗	38-39

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<b>Aspect A4: Climate Change 層面A4：氣候變化</b>			
General Disclosure 一般披露	Policies on identification and mitigation of significant climate-related issues which have impacted, and those which may impact, the issuer. 識別及應對已經及可能會對發行人產生影響的重大氣候相關事宜的政策。	CHAPTER 4 OUR ENVIRONMENT Climate Change 第四章我們的環境 氣候變化	39-42
KPI A4.1 關鍵績效指標 A4.1	Description of the significant climate-related issues which have impacted, and those which may impact, the issuer, and the actions taken to manage them. 描述已經及可能會對發行人產生影響的重大氣候相關事宜，及應對行動。	CHAPTER 4 OUR ENVIRONMENT Climate Change 第四章我們的環境 氣候變化	39-42
<b>B. Social 社會</b>			
<b>Aspect B1: Employment 層面B1：僱傭</b>			
General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, antidiscrimination, and other benefits and welfare. 有關薪酬及解僱、招聘及晉升、工作時數、假期、平等機會、多元化、反歧視以及其他待遇及福利的：(a)政策；及(b)遵守對發行人有重大影響的相關法律及規例的資料。	CHAPTER 3 OUR EMPLOYEES 第三章我們的員工	26-32
KPI B1.1 關鍵績效指標B1.1	Total workforce by gender, employment type, age group and geographical region 按性別、僱傭類型、年齡組別及地區劃分的員工總數。	PERFORMANCE DATA SUMMARY 績效數據摘要	56-59
KPI B1.2 關鍵績效指標B1.2	Employee turnover rate by gender, age group and geographical region. 按性別、年齡組別及地區劃分的僱員流失比率。	PERFORMANCE DATA SUMMARY 績效數據摘要	56-59



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<b>Aspect B2: Health and Safety 層面B2：健康與安全</b>			
General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to providing a safe working environment and protecting employees from occupational hazards. 有關提供安全工作環境及保護僱員避免職業性危害的：(a)政策；及(b)遵守對發行人有重大影響的相關法律及規例的資料。	CHAPTER 3 OUR EMPLOYEES Health, Safety and Well-being 第三章我們的員工健康、安全及身心安康	26-29
KPI B2.1 關鍵績效指標B2.1	Number and rate of work-related fatalities occurred in each of the past three years including the reporting year 過去三年(包括報告年度)每年因工亡故的人數及比率。	PERFORMANCE DATA SUMMARY 績效數據摘要	56-59
KPI B2.2 關鍵績效指標B2.2	Lost days due to work injury. 因工傷損失工作日數。	PERFORMANCE DATA SUMMARY 績效數據摘要	56-59
KPI B2.3 關鍵績效指標B2.3	Description of occupational health and safety measures adopted, how they are implemented and monitored. 描述所採納的職業健康與安全措施，以及相關執行及監察方法。	CHAPTER 3 OUR EMPLOYEES Health, Safety and Well-being 第三章我們的員工健康、安全及身心安康	26-29
<b>Aspect B3: development and Training 層面B3：發展及培訓</b>			
General Disclosure 一般披露	Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities. 有關提升僱員履行工作職責的知識及技能的政策。描述培訓活動。	CHAPTER 3 OUR EMPLOYEES Employee Training and Development 第三章我們的員工員工培訓及發展	31-32
KPI B3.1 關鍵績效指標B3.1	The percentage of employees trained by gender and employee category. 按性別及僱員類別劃分的受訓僱員百分比。	PERFORMANCE DATA SUMMARY 績效數據摘要	56-59
KPI B3.2 關鍵績效指標B3.2	The average training hours completed per employee by gender and employee category 按性別及僱員類別劃分，每名僱員完成受訓的平均時數。	PERFORMANCE DATA SUMMARY 績效數據摘要	56-59

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<b>Aspect B4: Labour Standards 層面B4：勞工準則</b>			
General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child and forced labour. 有關防止童工及強制勞工的：(a)政策；及(b)遵守對發行人有重大影響的相關法律及規例的資料。	CHAPTER 2 OUR PRODUCTS Responsible Sourcing CHAPTER 3 OUR EMPLOYEES Employee Benefits – Human and Labour Rights 第二章我們的產品 責任採購 第三章我們的員工 員工福利 – 人權與勞工權利	20-23 31
KPI B4.1 關鍵績效指標B4.1	Description of measures to review employment practices to avoid child and forced labour. 描述檢討招聘慣例的措施以避免童工及強制勞工。	CHAPTER 2 OUR PRODUCTS Responsible Sourcing CHAPTER 3 OUR EMPLOYEES Employee Benefits – Human and Labour Rights 第二章我們的產品 責任採購 第三章我們的員工 員工福利 – 人權與勞工權利	20-23 31
KPI B4.2 關鍵績效指標B4.2	Description of steps taken to eliminate such practices when discovered. 描述在發現違規情況時消除有關情況所採取的步驟	CHAPTER 2 OUR PRODUCTS Responsible Sourcing CHAPTER 3 OUR EMPLOYEES Employee Benefits – Human and Labour Rights 第二章我們的產品 責任採購 第三章我們的員工 員工福利 – 人權與勞工權利	20-23 31

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<b>Aspect B5: Supply Chain Management 層面B5：供應鏈管理</b>			
General Disclosure 一般披露	Policies on managing environmental and social risks of the supply chain. 管理供應鏈的環境及社會風險政策。	CHAPTER 2 OUR PRODUCTS Responsible Sourcing 第二章我們的產品 責任採購	20-23
KPI B5.1 關鍵績效指標B5.1	Number of suppliers by geographical region. 按地區劃分的供應商數目。	PERFORMANCE DATA SUMMARY 績效數據摘要	56-59
KPI B5.2 關鍵績效指標B5.2	Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, how they are implemented and monitored. 描述有關聘用供應商的慣例、向其執行有關慣例的供應商數目，以及有關慣例的執行及監察方法。	CHAPTER 2 OUR PRODUCTS Responsible Sourcing 第二章我們的產品 責任採購	20-23
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。	CHAPTER 2 OUR PRODUCTS Responsible Sourcing 第二章我們的產品 責任採購	20-23
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。	CHAPTER 2 OUR PRODUCTS Responsible Sourcing 第二章我們的產品 責任採購	20-23

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<b>Aspect B6: Product responsibility 層面B6：產品責任</b>			
General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress. 有關所提供產品和服務的健康與安全、廣告、標籤及私隱事宜以及補救方法的：(a)政策；及 (b)遵守對發行人有重大影響的相關法律及規例的資料。	CHAPTER 2 OUR PRODUCTS Quality Products 第二章我們的產品 優質產品	16-20
KPI B6.1 關鍵績效指標B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons. 已售或已運送產品總數中因安全與健康理由而須回收的百分比。	PERFORMANCE DATA SUMMARY 績效數據摘要	56-59
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。	CHAPTER 2 OUR PRODUCTS Quality Products Communication with Customers PERFORMANCE DATA SUMMARY 第二章我們的產品 優質產品 客戶溝通 績效數據摘要	16-20 23-25 56-59
KPI B6.3 關鍵績效指標B6.3	Description of practices relating to observing and protecting intellectual property rights. 描述與維護及保障知識產權有關的慣例。	CHAPTER 2 OUR PRODUCTS Quality Products 第二章我們的產品 優質產品	16-20
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。	CHAPTER 2 OUR PRODUCTS Quality Products 第二章我們的產品 優質產品	16-20
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。	CHAPTER 2 OUR PRODUCTS Communication with Customers 第二章我們的產品 客戶溝通	23-25

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Aspects, General Disclosure, KPIs 層面、一般披露及關鍵績效指標	Description 描述	Cross-reference in this Report/Comment 本報告對應章節/對應評述	Page 頁數
<b>Aspect B7: Anti-corruption 層面B7：反貪污</b>			
General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to bribery, extortion, fraud and money laundering. 有關賄賂、勒索、欺詐及洗黑錢的：(a)政策；及(b)遵守對發行人有重大影響的相關法律及規例的資料。	CHAPTER 1 APPROACH TO SUSTAINABILITY Business Ethics and Integrity 第一章可持續發展方針 商業道德和誠信意識	9-12
KPI B7.1 關鍵績效指標B7.1	Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the reporting period and the outcomes of the cases. 於匯報期內對發行人或其僱員提出並已審結的貪污訴訟案件的數目及訴訟結果。	CHAPTER 1 APPROACH TO SUSTAINABILITY Business Ethics and Integrity 第一章可持續發展方針 商業道德和誠信意識	9-12
KPI B7.2 關鍵績效指標B7.2	Description of preventive measures and whistleblowing 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。	CHAPTER 1 APPROACH TO SUSTAINABILITY Business Ethics and Integrity 第一章可持續發展方針 商業道德和誠信意識	9-12
KPI B7.3 關鍵績效指標B7.3	Description of anti-corruption training provided to directors and staff. 描述向董事及員工提供的反貪污培訓。	CHAPTER 1 APPROACH TO SUSTAINABILITY Business Ethics and Integrity 第一章可持續發展方針 商業道德和誠信意識	9-12

# Environmental, Social and Governance Report

## 環境、社會及管治報告

Aspects, General Disclosure, KPIs 層面、一般披露及關鍵績效指標	Description 描述	Cross-reference in this Report/Comment 本報告對應章節/對應評述	Page 頁數
<b>Aspect B8: Community investment 層面B8：社區投資</b>			
General Disclosure 一般披露	Policies on community engagement to understand the needs of the communities where the issuer operates and to ensure its activities take into consideration the communities' interests. 有關以社區參與來了解營運所在社區需要和確保其業務活動會考慮社區利益的政策。	CHAPTER 5 OUR COMMUNITY 第五章我們的社區	43-50
KPI B8.1 關鍵績效指標B8.1	Focus areas of contribution. 專注貢獻範疇。	CHAPTER 5 OUR COMMUNITY Promotion of Coffee Culture Local Community Development 第五章我們的社區 推廣咖啡文化本地社區發展	43-44
KPI B8.2 關鍵績效指標B8.2	Resources contributed to the focus area. 在專注範疇所動用資源。	CHAPTER 5 OUR COMMUNITY PERFORMANCE DATA SUMMARY 第五章我們的社區 績效數據摘要	43-50 56-59



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