



CHOW TAI FOOK JEWELLERY GROUP

周大福珠寶集團

Stock Code 股份代號: 1929

Sustainability Report 2020  
可持續發展報告 2020

## About the Report Cover

### 關於本報告封面設計

Chow Tai Fook Jewellery Group formulated four priority areas under its long-term Sustainability Strategy, enabling us to address material sustainability issues with a focused approach and achieve positive impact.

The cover image represents the dedicated craftsmanship required to bring out the true beauty of a raw diamond, and highlights the Group's four priority areas that sit under its core values of "Sincerity • Eternity". This approach signifies our continuous commitment to sustainability and conveys everlasting brilliance and our desire for truth, goodness and beauty.

周大福珠寶集團在長遠的可持續發展策略框架下，制定了四大重點範圍，讓我們集中應對重要的可持續性議題，從而帶來積極深遠之影響。

本報告的封面設計寓意未加工的鑽石要經過精雕細琢才能盡展美感，同時象徵在集團「真誠•永恒」之核心價值下所制定的四大重點範圍，能恒久綻放閃爍的光芒，展示我們持續恪守追求至真、至善、至美的可持續發展承諾。



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# ABOUT THIS REPORT

## 關於本報告

Chow Tai Fook Jewellery Group (“Chow Tai Fook” or the “Company”, collectively called the “Group” with its subsidiaries) is publishing our fifth Sustainability Report (the “Report”), demonstrating our continuous commitment to communicating our sustainability performance and progress to our stakeholders.

This Report covers the financial year from 1 April 2019 to 31 March 2020 (“FY2020”). We define the reporting scope<sup>1</sup> as our Group’s core and material business units in Mainland China and Hong Kong, China and Macau, China, including offices from different operating regions, four production hubs and 3,806 points of sale (“POS”).

This Report continues to demonstrate our adherence to the Environmental, Social and Governance Reporting Guide (“ESG Guide”) as set out in Appendix 27 of the Listing Rules of the Stock Exchange of Hong Kong Limited (“HKEx”). In view of the upcoming changes to the ESG Guide, we will continue to improve our reporting quality to align with any future disclosure requirements. The Content Index (Appendix B) at the end of the Report outlines how we prepared the Report in accordance with the “comply or explain” provisions and addresses the recommended disclosures of the ESG Guide.

This Report is recommended to be read in conjunction with the [Annual Report 2020](#) of the Group for our business highlights, financial performance and corporate governance. In order to facilitate our interaction with stakeholders, the Report is available online at the sustainability section of our Group website and the website of the HKEx. This Report will only be disseminated via electronic means.

We value feedback from our stakeholders to ensure continuous improvement of our reporting process, and to enable us to address stakeholders’ concerns. You are most welcome to share your views and comments on this Report via email at [ir@chowtaifook.com](mailto:ir@chowtaifook.com).

周大福珠寶集團(「周大福」或「本公司」，連同其附屬公司統稱為「本集團」)發佈第五份可持續發展報告(「本報告」)，展示出集團繼續致力就其可持續發展表現及進度與持份者溝通的承諾。

本報告期為2019年4月1日至2020年3月31日(「2020財政年度」，財政年度簡稱為「財年」)，其涵蓋範圍<sup>1</sup>包括集團在中國內地以及中國香港及中國澳門的核心及重要業務單位，包括該等營運地區的辦公室、四個生產基地，以及3,806個零售點。

本報告繼續反映我們遵守香港聯合交易所有限公司(「香港聯交所」)上市規則附錄27《環境、社會及管治報告指引》(《ESG指引》)。有鑑於即將推出新版《ESG指引》，我們將繼續提高報告質素，以符合未來的披露要求。設於本報告末的內容索引(附錄B)，概述了我們如何依循《ESG指引》的「不遵守就解釋」條文及建議披露事項編制本報告。

閱讀本報告時，建議與本集團的[2020年報](#)一併閱讀，以了解我們的業務重點、財務表現及企業管治。為促進我們與持份者彼此間的互動，我們已把本報告上載於本集團網站的可持續發展專頁及香港聯交所網站。本報告僅設電子版。

我們珍視持份者的寶貴意見，以確保報告過程得以持續改善，並能回應持份者所關注的事宜。歡迎閣下將你對本報告的意見電郵至[ir@chowtaifook.com](mailto:ir@chowtaifook.com)。



Sustainability section of our Group website  
集團網站的可持續發展專頁



Annual Report 2020  
2020年報

<sup>1</sup> The Report does not include the information of offices and 44 POS in other markets including Cambodia, Japan, Korea, Malaysia, the Philippines, Singapore, Taiwan (China), Thailand, United States and Vietnam.

本報告不包括柬埔寨、日本、韓國、馬來西亞、菲律賓、新加坡、中國台灣、泰國、美國及越南等其他市場的辦公室和其44個零售點的資訊。



# CHAIRMAN'S MESSAGE

## 主席的話

### Dear Stakeholders,

Building on 90 years of heritage, Chow Tai Fook Jewellery Group embarked on its journey into FY2020 with a pioneering vision of sustainability. By upholding our core values of "Sincerity • Eternity," we are committing ourselves to developing our 10-year road map further under our Sustainability Strategy, and to guiding our corporate efforts in the run up to our Group's centenary celebration in 2029. In FY2020, we accomplished several notable achievements and succeeded in taking up new opportunities, while continuing to create sustainable value for our stakeholders. In view of the evolving environmental and socioeconomic challenges we are facing in both our domestic and global markets, our 10-year strategy guides us in building long-term resilience and helps us determine the best course of action.

### Our Sustainability Effort Epitomises Our Centennial Commitment – Cherishing Heritage and Crafting Our Future Together

As we take further steps to focus on sustainability, our new strategic framework has taken on a life of its own. Under the guidance of the Sustainability Committee, our cross-departmental Sustainability Champions have stepped up efforts to deliver a clear action plan. The new initiatives in our four priority areas – Responsible Sourcing; Craftsmanship, Innovation & Technology; Resource Efficiency & Carbon Reduction; and People Focused – enable us to face the megatrends of resource scarcity, technological breakthroughs, climate change, and demographic and social change, all of which, in their various ways, will have a disruptive effect on our industry.

We are driving higher social and environmental standards through our Responsible Sourcing initiatives. We have strengthened our policies and measures on anti-money laundering, and engaged with our suppliers by hosting large-scale supplier conferences to support this goal. Under the Craftsmanship, Innovation & Technology pillar, we organised the 90<sup>th</sup> Anniversary branded roadshow, which took place in 10 cities across Mainland China where we exhibited the aesthetics of jewellery from different eras; and we published a Chow Tai Fook 90<sup>th</sup> Anniversary Brand Book as part of our dedication to fostering technology and innovation and the preservation of craftsmanship. We took pride in our young artisans' achievements in the 45<sup>th</sup> WorldSkills Competition, whilst we continued our commitment to the development of young designers through the Loupe Jewellery Academy, utilising it as a platform to incubate new talent and foster interaction among jewellery designers and master artisans. Additionally, we have been transforming our production hubs to enable flexible production and customisation with industry 4.0 applications.





In promoting Resource Efficiency & Carbon Reduction, we continued to enhance our resource efficiency through infrastructural upgrades and fostered behavioural change among our employees; and our effort was rewarded with the achievement of the Gold Award in the Low Carbon Manufacturing Programme ("LCMP") from the World Wide Fund For Nature ("WWF") Hong Kong. Recognising the urgency of climate change, and the importance of robust governance and management of climate change issues, we are embracing the recommendations of the Task Force on Climate-related Financial Disclosures ("TCFD"), and have begun to disclose related information to the Carbon Disclosure Project ("CDP"), for which we attained a "B" rating.

To stay People Focused, we continue to develop a caring workplace and philanthropic spirit within the community, and we nurtured talent under the Group's "Intrapreneurship" culture. As a responsible corporation, we are mindful of the need to care for our stakeholders and the community during challenging times. During the outbreak of COVID-19, our Group implemented a variety of swift and vigilant measures to protect the health and livelihood of our employees and business partners, such as providing subsidies to franchise partners, safeguarding the jobs of our employees, and donating medical supplies to communities. Throughout this time, we also actively increased our community engagement, especially given the backdrop of macro-economic and social uncertainties brought about by the pandemic.

We value our stakeholders' insights to enhance our sustainability governance, and even more so in our strategy development and implementation processes. To this end, we stepped up our stakeholder engagement efforts to gain external insight over and above our regular engagement with internal stakeholders. As such, we conducted external stakeholder interviews to further refine the implementation of our Strategy.

## Striving Forward

The ever-changing market and our stakeholders' expectations extend beyond compliance. Our Group will continue to devote endless efforts to answering the call for global corporate actions to operate sustainably and in alignment with the United Nations Sustainable Development Goals ("SDGs"). Having built a solid strategy foundation, our ongoing mission is to advance our Strategy implementation. We will also further cultivate sustainability ownership into our Group's culture, employees' mindset and daily operations.

I would like to express sincere gratitude to all our employees and stakeholders who have provided valuable feedback, and who have worked hand in hand with us as we embark on our sustainability journey.

### 各位持份者：

周大福珠寶集團建基於90年的悠久歷史，懷著具前瞻性的可持續發展願景，昂然踏入2020財年。我們秉承「真誠・永恒」的核心價值，致力在現有的可持續發展策略框架下規劃出未來十年的發展路線圖，引領我們向2029年集團成立百周年慶典邁進。我們於2020財年，不但取得多項顯著成就和成功把握新機遇，同時繼續為持份者創造可持續價值。面對本地和全球市場不斷演變的環境和社會經濟挑戰，這個為期十年的策略，將引導我們建立持久的抗逆力，並有助我們釐定最佳的行動方案。

### 竭力體現百周年可持續發展承諾 — 傳承過去・共創未來

隨著我們进一步深化及採納不同措施，以專注於推動可持續發展，新的策略框架已發揮其作用。在可持續發展委員會的督導下，由跨部門組成的可持續發展先鋒，已密鑼緊鼓制定明確的行動綱領。行動綱領的四大重點範圍，包括責任採購、傳承創新、資源效益及減碳，以及以人為本，使我們能面對資源匱乏、技術突破、氣候變化，以及人口與社會變遷等對行業產生顛覆性影響的大趨勢。

另外，我們透過舉辦責任採購活動，務求把社會和環境標準推至更高。為達成此目標，我們加強了反洗錢政策和措施，並通過舉辦大型供應商會議，與合作供應商加強聯繫。在傳承創新方面，我們於中國內地十個城市舉辦了90周年品牌巡展，展示出不同時代的珠寶美學。我們還出版了《周大福90周年品牌書》，作為促進技術創新及工藝傳承的一環。我們對於集團的年輕工匠們於第45屆世界技能大賽中取得佳績，深感自豪。與此同時，我們繼續通過Loupe珠寶研學院致力培育年輕設計師，並藉此平台培養業界新晉，促進珠寶設計師和大師級工匠之間的交流。此外，我們一直透過工業4.0的應用，改革集團各生產基地，實現靈活的生產模式和支援定制生產。

在促進資源效益及減碳方面，我們繼續通過基礎設施升級和促進員工行為習慣上的改變，提高資源效益。我們的努力，獲世界自然(香港)基金會的認可，並獲頒予「低碳製造計劃黃金標籤」。我們明白氣候變化迫在眉睫，完善管治和管理氣候變化議題非常重要。因此，我們採納了氣候相關財務信息披露工作組(TCFD)的建議，開始披露相關信息，並在碳披露項目(CDP)中獲授予「B」評級。

為堅守以人為本的原則，我們將繼續推動員工關懷措施，發揚關愛社區的精神，並以集團的「內企業家」文化培育人才。我們深明作為負責任的企業，更要在這充滿挑戰時候關懷持份者和社區。在2019冠狀病毒疫情爆發期間，本集團採取了多項迅速及嚴謹的抗疫措施，以保護員工和業務合作夥伴的健康和生計。例如我們提供資助予加盟商、保障員工就業，以及捐贈醫療用品予社區。在這段期間，縱然宏觀經濟和社會狀況甚不明朗，我們更需要積極增加對社區的支援。

持份者的見解能助我們加強可持續發展管治，而在制定及實施策略的過程中，持份者的意見對我們尤為重要。為提升持份者的參與度，我們除了定期聽取內部持份者的意見外，更與外部持份者面談，藉此讓集團進一步完善地履行其可持續發展策略。

## 積極奮進

不論是瞬息萬變的市場還是持份者的期望，均已超越了法規的要求。本集團將繼續孜孜不倦，以響應全球企業採取可持續發展行動的呼籲，並與聯合國可持續發展目標達成一致。集團建立了堅實的策略基礎後，當務之急是優化執行策略的績效。我們亦將進一步把可持續發展植根於集團文化、員工思維和日常營運中。

在此，我要感謝所有與我們攜手合作的員工和持份者，在我們開展可持續發展歷程中提供寶貴意見。

### Dr Cheng Kar-Shun, Henry 鄭家純博士

Chairman 主席

Hong Kong, 11 June 2020

香港，2020年6月11日





# ABOUT CHOW TAI FOOK JEWELLERY GROUP

## 關於周大福珠寶集團

Core values  
 核心價值

Sincerity • Eternity  
 真誠 • 永恒



Vision  
 願景

To become the most trusted  
 jewellery group in the world  
 成為全球最值得信賴的珠寶集團

Chow Tai Fook Jewellery Group Limited (the "Group"; SEHK stock code: 1929) was listed on the Main Board of The Stock Exchange of Hong Kong in December 2011. The Group's vision is to become the most trusted jewellery group in the world.

Founded in 1929, the Group's iconic brand "CHOW TAI FOOK" is widely recognised for its trustworthiness and authenticity, and is renowned for its product design, quality and value. A long-standing commitment to innovation and craftsmanship has contributed to the Group's success, along with that of its iconic retail brand, which embodies its rich 90-year heritage. Underpinning this success are our long-held core values of "Sincerity • Eternity".

The Group's multi-brand strategy comprises the CHOW TAI FOOK core brand with its offerings of different retail experiences including ARTRIIUM, JEWELRIA, Experience Shop and CTF WATCH, in addition to other brands including HEARTS ON FIRE, T MARK, ENZO, SOINLOVE and MONOLOGUE to address the diversifying needs of our customers.

The Group's commitment to sustainable growth is anchored in its customer-centric focus and strategies, which are in place to promote long-term innovation in the business, in people and in culture. Another asset underpinning sustainable growth is a sophisticated and agile business model. This supports the Group by fostering excellence and extending opportunities along the entire value chain to communities and industry partners across the world.

With an extensive retail network in Greater China, Japan, Korea, Southeast Asia and the United States, and a fast-growing e-commerce business, the Group is implementing effective online-to-offline ("O2O") strategies to succeed in today's omni-channel retail environment.

周大福珠寶集團有限公司(「集團」; 香港聯交所股份代號: 1929)於2011年12月在香港聯合交易所主板上市, 並以成為全球最值得信賴的珠寶集團為願景。

集團標誌性品牌「周大福」創立於1929年, 廣獲認同為信譽及正貨的象徵, 並以產品設計、品質與價值聞名。集團及其標誌性品牌的成功, 從過去90年的悠久歷史, 體現出對創新和工藝的持久堅持, 以及恒久抱持的核心價值「真誠•永恒」。

集團的多品牌發展策略, 以周大福核心品牌為主軸, 包括周大福藝堂、周大福薈館、體驗店及周大福鐘錶等, 提供多元化的零售體驗; 加上HEARTS ON FIRE、T MARK、ENZO、SOINLOVE與MONOLOGUE等其他品牌, 迎合顧客多樣化的需求。

集團借助以客為本的重點及其策略為基礎, 實踐業務可持續增長的承諾, 致力於業務、員工和文化方面推動長遠的創新發展。發展成熟的靈活業務模式是推動集團可持續增長的一大優勢, 在整個價值鏈中支持集團追求卓越, 以及延伸商機至不同社區和全球的行業合作夥伴。

集團擁有龐大的零售網絡, 遍及大中華、日本、韓國、東南亞與美國, 並經營發展迅速的電子商務業務, 能有效地執行線上線下策略, 在現今的全渠道零售環境下成功突圍而出。

### FY2020 Select Recognitions on Sustainability 主要的可持續發展嘉許



Hong Kong Sustainability  
 Award 2018/19

• Certificate of Excellence  
 (Large-sized Organisations)

香港可持續發展獎2018/19

• 卓越獎(大型機構)



WWF Hong Kong:  
 Low Carbon Manufacturing  
 Programme

• Gold Label

世界自然(香港)基金會:  
 低碳製造計劃

• 黃金標籤



CDP Climate Change 2019  
 Questionnaire

CDP氣候變化問卷調查2019

# OUR CENTENNIAL COMMITMENT

## Cherishing Heritage and Crafting Our Future Together

### 我們的百周年承諾 — 傳承過去 · 共創未來

“Our Centennial Commitment”, our ten-year Sustainability Strategy, sets the way forward for Chow Tai Fook to embrace the economic, environmental and social pillars of sustainable development in pursuit of our core values – “Sincerity · Eternity”. We promote economic prosperity and balanced growth while remaining committed to four priority areas, namely (1) Responsible Sourcing; (2) Craftsmanship, Innovation & Technology; (3) Resource Efficiency & Carbon Reduction; and (4) People Focused. We also support five United Nations SDGs through working on our four priority areas.

「我們的百周年承諾」乃為期10年的可持續發展策略，指引著邁步向前的道路，讓我們擁抱經濟、環境和社會這三大可持續發展的支柱，藉以追求周大福「真誠·永恒」的核心價值。我們在促進經濟繁榮和均衡發展的同時，亦致力於推動四大重點範圍，包括(1)責任採購、(2)傳承創新、(3)資源效益及減碳，以及(4)以人為本。我們亦透過落實四大重點範圍的工作，支持五個聯合國可持續發展目標。



In the next decade, our society and surrounding environment will continue to change, which may lead to various challenges ahead. As a leader in the industry, we should work collaboratively on our ten-year action plans. The Sustainability Committee will fully support our Sustainability Champions and all colleagues to deliver our Centennial Commitment - ‘Cherishing Heritage and Crafting Our Future Together’.

未來十年，社會及周邊環境將繼續變遷，為我們帶來種種挑戰。身為行業領導者，我們應同心協力推展多個為期十年的行動綱領。可持續發展委員定必全力支持可持續發展先鋒及所有同事，以履行我們的百周年承諾——「傳承過去·共創未來」。



**Mr. Suen Chi-Keung, Peter 孫志強先生**  
Executive Director and Chairman of Sustainability Committee,  
Chow Tai Fook Jewellery Group  
周大福珠寶集團執行董事及可持續發展委員會主席

#### Driving higher social and environmental standards in our supply chain

推動供應鏈提升更高的社會和環境標準



#### 2029 Goal 目標

To achieve full compliance with Chow Tai Fook’s “Best Practice Principles” by all long-term key suppliers.

所有長期合作的重點供應商都能遵守「周大福最佳責任標準」。

#### Preserving traditional craftsmanship while fostering future technology and innovation

傳承傳統工藝，孕育技術創新



#### 2029 Goal 目標

To promote cross-generational craftsmanship, innovation, and technology in the industry and to cultivate the artisanal spirit of perseverance with 10 million people through mass engagement initiatives and in-depth experiential programmes.

促進行業內的跨代工藝傳承、創新和技術。通過大型活動和深入的體驗計劃，向1,000萬人培養堅毅不屈的匠心精神。

#### RESPONSIBLE 責任 SOURCING 採購

#### RESOURCE EFFICIENCY & 資源效益 CARBON REDUCTION 及減碳



#### CRAFTSMANSHIP, 傳承 INNOVATION & TECHNOLOGY 創新

#### PEOPLE 以人 FOCUSED 為本

#### Pursuing a sustainable operation pattern to protect our planet

追求可持續的營運模式，保護地球資源



#### 2029 Goal 目標

To achieve a reduction of at least 15% in our ecological footprint, namely greenhouse gas intensity and water consumption intensity of the group, and waste generation intensity at our production hubs by 2029 (2019 as the base year).

以2019年為基準年，於2029年將生態足跡，即集團的溫室氣體、耗水量密度，以及生產基地廢棄物密度，減低最少15%。

#### Cultivating a decent people-centric workplace and nurturing wellbeing in our community

培養以人為本的優質工作環境，並促進社區福祉



#### 2029 Goal 目標

##### Our Employees 員工

Cultivate a corporate culture that embraces employee development, diversity, inclusion, employee wellbeing and family-friendly practices through intrapreneurship.

透過推廣內企業家精神，培養重視員工發展、多元共融、員工身心健康，以及家庭友善的企業文化。

##### Our Community 社區

Volunteer service hours by employees increased by 30% by 2029.

於2029年，將員工義工服務時數提升30%。



# FY2020 Highlights

## 財政年度摘要



HK\$ **56,751** million  
百萬港元

Revenue  
營業額

HK\$ **5,687** million  
百萬港元

Core operating profit  
主要經營溢利

HK\$ **0.29** 港元

Earnings per share  
每股盈利

HK\$ **0.24** 港元

Dividend per share for the year<sup>1</sup>  
每股全年股息<sup>1</sup>



### AML反洗錢

Strengthened policies and practices on anti-money laundering ("AML") to ensure responsible sourcing  
加強反洗錢政策和實踐以確保責任採購



**1.8** Hectares  
公頃

Hectares of forest saved by using Forest Stewardship Council ("FSC") certified e-commerce delivery boxes  
使用森林管理委員會 (FSC) 認證的電商郵寄盒而受到保護的森林面積大小



### 1st 第一家

Jeweller to collaborate with Gemological Institute of America ("GIA") to apply blockchain technology in order to deliver secure and digital diamond grading reports to customers

珠寶商與美國寶石研究院 (GIA) 合作應用區塊鏈技術，向顧客提供安全的數碼鑽石鑒定證書



**37** Eiffel Towers  
座埃菲爾鐵塔

Stacked height of paper saved by our e-invoicing initiative  
使用電子收據所節省的紙張疊起高度

RESPONSIBLE SOURCING  
責任採購

RESOURCE EFFICIENCY & CARBON REDUCTION  
資源效益及減碳

CRAFTSMANSHIP, INNOVATION & TECHNOLOGY  
傳承創新

PEOPLE FOCUSED  
以人為本



**2,729,000**

Number of participants in mass engagement activities  
大型活動參加及接觸人數



**66**

Average training hours per employee  
每位員工的平均培訓時數



**25,100**

Total volunteer hours  
義工服務總時數



**15,452**

Number of participants in in-depth experiential programmes  
深入體驗計劃參加者人數



HK\$ **1,090** million  
百萬港元

Funding launched for supporting business partners in combating COVID-19  
為支援合作夥伴對抗2019冠狀病毒推出的扶持基金

<sup>1</sup> Included the proposed final dividend of HK\$0.12 per share which is subject to the approval of shareholders at the forthcoming annual general meeting  
包括建議每股末期股息0.12港元，須待股東在本公司應屆股東週年大會上批准

# CORPORATE GOVERNANCE

## 企業管治

### Principles

#### 原則

The “4Ts” concept of being Traceable, Truthful, Thoughtful and Transparent guides our corporate governance framework. We adopt these principles when managing various issues relating to our environmental, social and governance practices. With this foundation, we can better achieve our strategic objectives alongside our sustainable business journey.

我們的企業管治框架以「4Ts」概念：可尋、可信、可頌、可知為指導方針。同一套原則同時應用在管理不同的環境、社會及管治事宜上，有助本集團更有效地達致可持續增長和發展的策略目標。



We have a systematic framework in place to manage our corporate governance, covering stakeholder relations, board governance and corporate management. Regarding stakeholder relations, we continue to align stakeholders' values and interests by engaging a wider spectrum of stakeholders in an interactive manner. To attain excellence in board governance, we strike a balance by preserving tradition and the Group's core values, while adapting to the changing business environment with innovation.

We also ensure there is diversity in the Board and continue to invest in advanced technologies and infrastructure. We have enhanced the effectiveness of corporate management by producing more timely and insightful performance analytics, which continue to improve our organisational and management structure. We are currently integrating the reporting and communication of our risk profile and mitigation plan evaluation into our risk management framework, thereby strengthening accountability at all levels of management. In addition, we have enhanced data governance by reviewing the data structure, quality and ownership in order to produce a reliable and consistent database, which facilitates the effective application of data analytics.

Our corporate governance approach on sustainability has been well recognised. We received a Performance Award – Best Corporate Social Responsibility at the Bloomberg Businessweek/Chinese Edition Listed Enterprises of the Year 2019, a Corporate Green Governance Award - Grand Award at the Hong Kong Green Awards 2019 and a Certificate of Excellence (Large-sized Organisations) at The Hong Kong Management Association Hong Kong Sustainability Award 2018/19.

More details on our corporate governance framework can be found in the Corporate Governance Report of our Annual Report 2020.

我們訂立了系統化的企業管治框架，涵蓋持份者關係、董事會管治及企業管理。在協調持份者關係方面，我們透過與來自社會各方的持份者互動溝通，以尋求彼此認同的價值觀及平衡各方利益。為追求卓越的企業管治，我們致力堅守傳統及集團核心價值，讓傳承與創新並駕齊驅，迎接瞬息萬變的業務環境。

我們亦確保董事局組成的多元性，及持續投資先進科技與基建。我們透過提供適時及透徹的業務表現分析，提高企業管理效能，從而持續改進我們的組織及管理架構。我們目前正把風險狀況及緩解計劃評估，整合至風險管理框架中，以加強各級管理層問責制度。此外，我們已透過檢視數據結構、質素及權限，加強數據管治，以建設可靠及一致的數據庫，從而促進數據分析的有效應用。

我們的可持續發展企業管治方針備受認可，於彭博商業周刊/中文版年度上市企業2019榮獲表現類獎項——最佳企業社會責任獎，並於香港綠色企業大獎2019榮獲企業綠色管治獎大獎，及榮獲香港管理專業協會可持續發展獎2018/19頒發卓越獎(大型機構)。

有關本集團企業管治框架的詳情，請參閱2020年報的「企業管治報告」。

Scan the QR code to refer to  
our Corporate Governance Report  
in Annual Report 2020

掃描二維碼參閱2020年報內的「企業管治報告」



# Sustainability Governance

## 可持續管治



**Mr. Mark Harper 夏柏朗先生**

Group Sustainable Development (SD) Manager, John Swire & Sons (H.K.) Ltd.  
香港太古集團有限公司可持續發展事務經理

I expect to see Chow Tai Fook reporting on how sustainability creates value to the organisation, with clear articulation of its sustainability strategy and how the strategy is linked to the materiality of its business. There should be a clear shift away from reporting that talks about philanthropic activities that are not necessarily tied to the business.

我期望周大福在報告中通過清晰說明其可持續發展之策略，以及該策略與業務重要性議題的關聯，交代可持續性如何為該企業創造價值。這份報告可以減少報導與業務沒有必然關係的慈善活動。



We are committed to incorporating sustainability considerations into every business decision we made, which is aligned with our vision and core values of 'Sincerity • Eternity'.

我們致力將可持續發展要素，融合到每個業務決策中，以活現集團的願景和「真誠•永恒」的核心價值。

**Mr. Wong Siu-Kee, Kent 黃紹基先生**

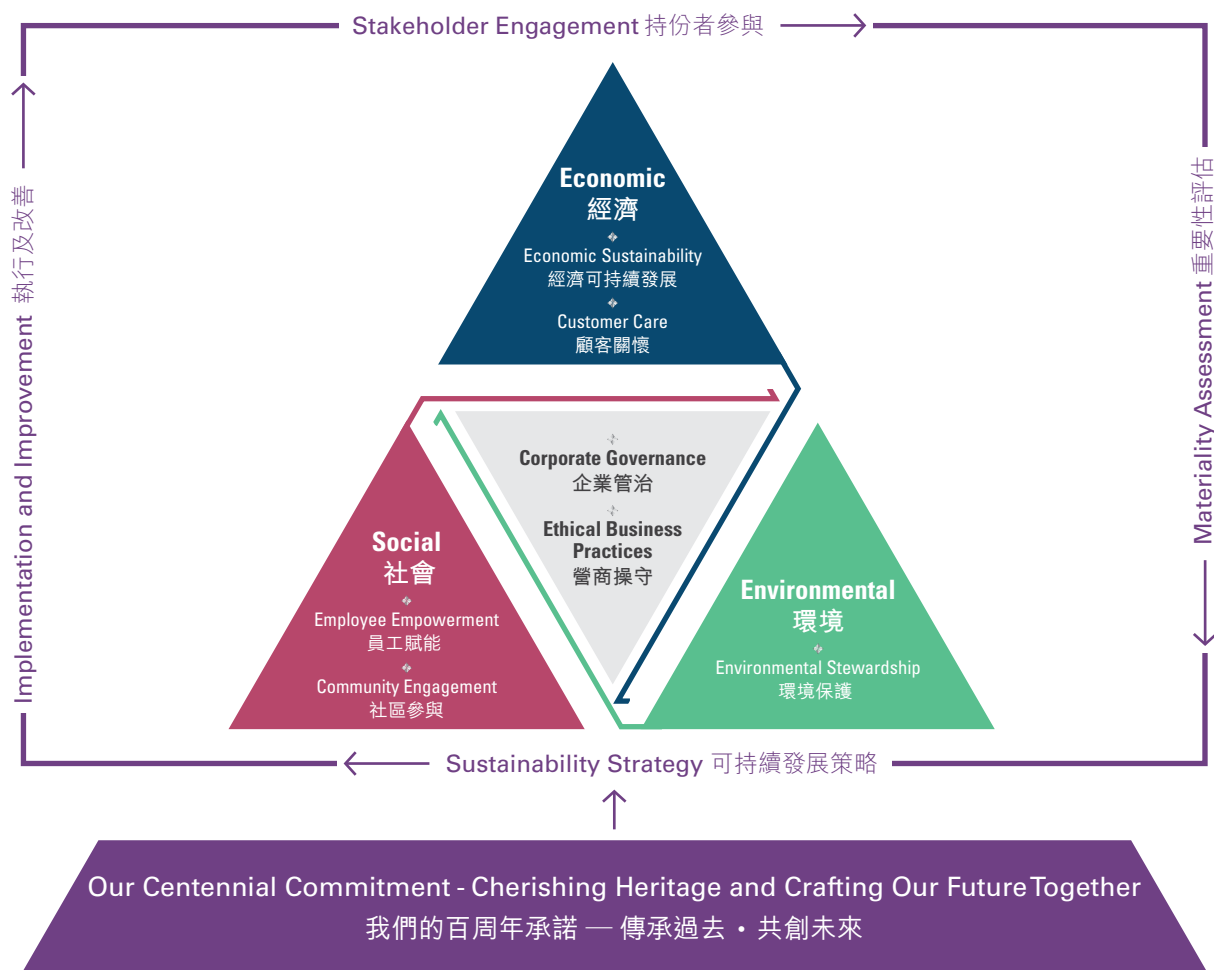
Managing Director and Member of Sustainability Committee,  
Chow Tai Fook Jewellery Group  
周大福珠寶集團董事總經理及可持續發展委員會委員





# The Making of Our Centennial Commitment

建構我們的百周年承諾



## Four Priority Areas 四大重點範圍

<p><b>Responsible Sourcing 責任採購</b></p> <p>Driving higher social and environmental standards in our supply chain 推動供應鏈提升更高的社會和環境標準</p> <p>12 RESPONSIBLE CONSUMPTION AND PRODUCTION 17 PARTNERSHIPS FOR THE GOALS</p>	<p><b>Craftsmanship, Innovation &amp; Technology 傳承創新</b></p> <p>Preserving traditional craftsmanship while fostering future technology and innovation 傳承傳統工藝 · 孕育技術創新</p> <p>9 INDUSTRY INNOVATION AND INFRASTRUCTURE 17 PARTNERSHIPS FOR THE GOALS</p>	<p><b>Resource Efficiency &amp; Carbon Reduction 資源效益及減碳</b></p> <p>Pursuing a sustainable operation pattern to protect our planet 追求可持續的營運模式 · 保護地球資源</p> <p>12 RESPONSIBLE CONSUMPTION AND PRODUCTION 13 CLIMATE ACTION</p>	<p><b>People Focused 以人為本</b></p> <p>Cultivating a decent people-centric workplace and nurturing wellbeing in our community 培養以人為本的優質工作環境 · 並促進社區福祉</p> <p>8 DECENT WORK AND ECONOMIC GROWTH 17 PARTNERSHIPS FOR THE GOALS</p>
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Building on the foundation of our sustainability efforts over the years, we embarked on a further step in our sustainability commitment by formulating a 10-year action plan based on the four priority areas. We formally updated and appointed six groups of Sustainability Champions in FY2019, which were engaged in a series of systematic exercises for converting the strategy framework to an action plan for each of the four priority areas, consisting of key initiatives and targets to guide our corporate effort in our sustainability journey towards 2029.

我們在過去多年奠下的可持續發展基礎上，作出進一步的可持續發展承諾，圍繞四大重點範圍制定了十年行動綱領。於2019財年，我們更新及委任了六組可持續發展先鋒。他們參與了一連串系統化的工作坊，將策略框架演化成針對每個重點範圍的行動綱領，當中包括引領我們藉著可持續發展旅程邁進2029年的關鍵活動和目標。

## Sustainability Governance Structure

可持續發展管治架構圖

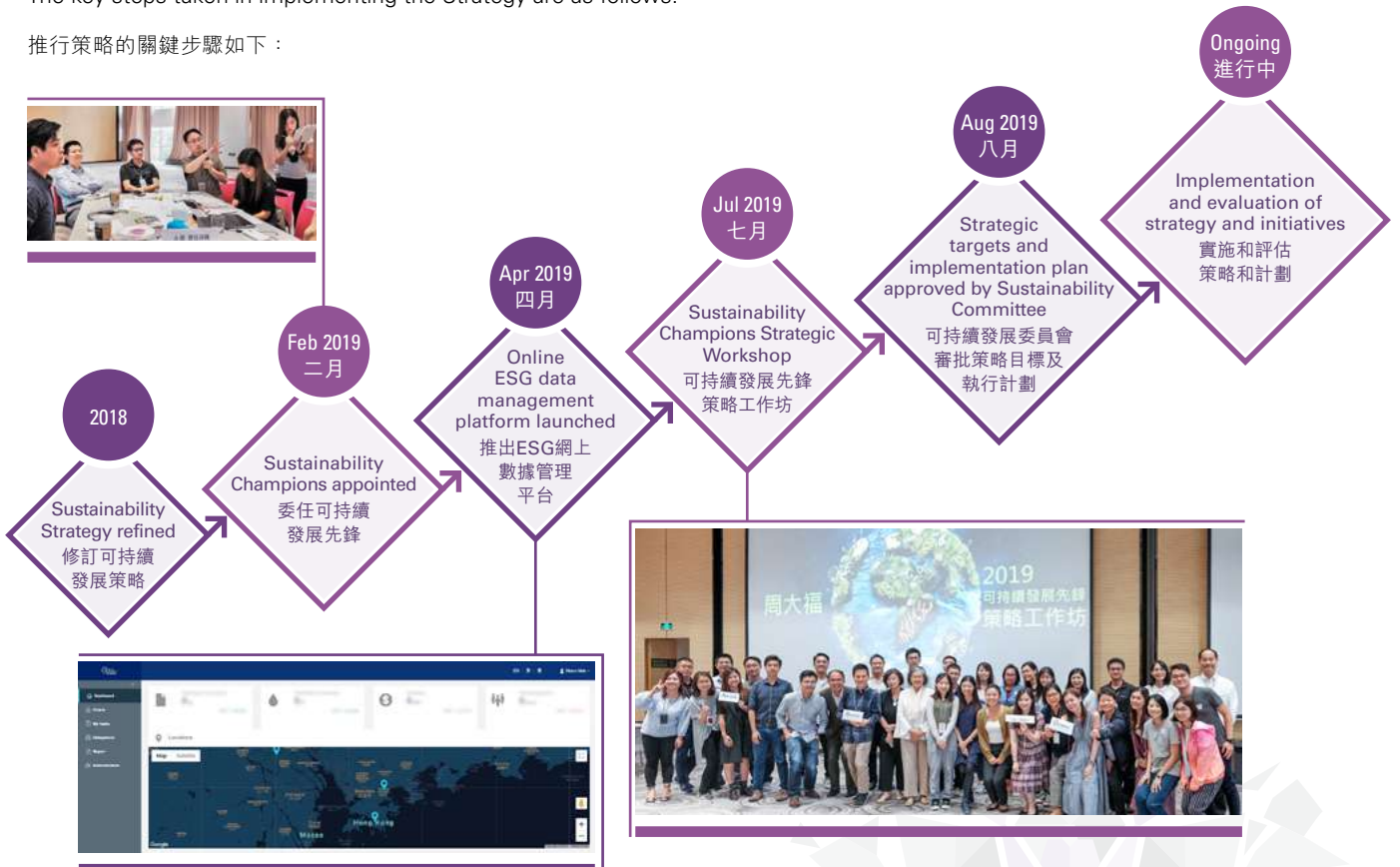


The sustainability strategic framework has taken a life of its own with the dedication and ownership of our Sustainability Champions in the respective priority areas. This is an ongoing implementation process in which our employees proactively think outside of the box, and collaborate with a forward looking mindset.

可持續發展先鋒非常投入和積極主動，使可持續發展策略框架的各個重點範圍得以順利推展。我們的員工在這持續不斷的實施過程中，銳意跳出固有思維，並懷著前瞻性的視野共同協作。

The key steps taken in implementing the Strategy are as follows:

推行策略的關鍵步驟如下：



# Stakeholder Engagement

## 持份者參與

In view of the crucial role of stakeholder engagement in our Corporate Governance approach, we have maintained ongoing regular stakeholder engagement initiatives, such as the Chow Tai Fook Club newsletter and membership activities with customers; sustainability focus group and surveys with staff; and sustainability interviews and surveys with business partners. For details, please refer to **Appendix C**.

In FY2020, we further enhanced our efforts by conducting a series of in-depth engagement interviews with external stakeholder groups and industry experts with a view to understanding our stakeholders' perception of our Centennial Sustainability Strategy, and the implications of our Group's sustainability policies to stakeholders. We also took this opportunity to gain stakeholders' insights to help us refine our current and future sustainability measures.

Ten face-to-face interview sessions were conducted with experienced sustainability practitioners from diverse industry backgrounds who provided valuable insights for us in navigating the journey of our Centennial Commitment.

持份者參與在企業管治的方針中扮演著重要角色，因此，我們一直定期舉辦持份者參與活動，如為顧客而設的周大福會員計劃通訊及會員活動、為員工舉行的可持續發展焦點小組和問卷調查，以及為業務合作夥伴舉行可持續發展訪談和問卷調查。有關詳情，請參閱**附錄C**。

我們於2020財年加倍努力，開展了一系列與外部持份者群組和行業專家的深度訪談，進一步了解持份者對集團百周年可持續發展策略的見解，以及我們的可持續發展政策對持份者的影響。我們亦藉此機會，聽取持份者的意見，協助我們完善當前和未來的可持續發展措施。

我們面對面訪問了十位來自不同行業的資深可持續發展從業員，為我們的百周年承諾旅程提供寶貴意見。

Specific quotes from interviewees are highlighted as follows:

受訪者的具體見解輯錄如下：

### Stakeholders' Insights

#### 持份者的見解

**Investors are increasingly paying more attention to companies' long-term performance and it appears that those who focus more on sustainability issues actually outperform their peers, especially for consumer brands.**

投資者越來越關注企業的長遠表現。據觀察，相對較關注可持續發展議題的企業，尤其是消費者品牌，表現更勝同行。

### Chow Tai Fook's Responses

#### 周大福的回應

**Sustainability issues have been firmly incorporated into our business strategy, which align with our Sustainability Strategy.**

可持續發展議題已切實地融合於我們的業務策略，與我們的可持續發展策略並肩而行。

## SUSTAINABILITY RISKS AND OPPORTUNITIES 可持續發展風險與機遇

**Code of conduct is not difficult to write compared with letting the suppliers understand what it means to them. Help them build their capability through training, open communications, and reasonable time when they need to remediate something.**

相比制定行為守則，讓供應商了解箇中意義更為艱鉅。透過培訓、坦誠溝通，以及給予合理時間採取補救措施，能幫助他們建立相應能力。

**We are in the development process of Chow Tai Fook's 'Principles'. We will actively collaborate with all long-term key suppliers to ensure their understanding and compliance.**

我們正編制「周大福最佳責任標準」，並會積極向所有長期合作的重點供應商推廣，確保他們理解和遵守。

## RESPONSIBLE SOURCING 責任採購

## Stakeholders' Insights

### 持份者的見解

Historical craftsmanship together with 21<sup>st</sup> century digital craftsmanship enable jewellery brands to develop creativity and new craftsmanship that is unprecedented.

傳統工藝與21世紀數碼工藝，使珠寶品牌能發揮創造力和前所未有的嶄新工藝。

## Chow Tai Fook's Responses

### 周大福的回應

We are striving to promote cross-generational craftsmanship, innovation, and technology in the industry and to cultivate the artisanal spirit of perseverance through mass engagement initiatives and in-depth experiential programmes.

我們正積極促進行業的跨代工藝、創新和技術，並透過大型活動和深入體驗計劃，培養堅毅不屈的匠心精神。



## CRAFTSMANSHIP, INNOVATION & TECHNOLOGY 傳承創新

For businesses that involve managing a large number of shopfronts, good environmental practices need to be brought in at the early design stage, and it is important to build scale to make things practical.

涉及管理多間零售點的企業，需於設計初始階段，便引入良好的環境友善實踐；建立規模對切實執行十分重要。

We have a variety of measures to conserve resources and energy regarding shop design and daily operation, such as use of energy-efficient lighting and e-invoicing.

我們於零售點的設計和日常營運中，採取了多項節省資源和能源的措施，如節能照明和電子收據等。



## RESOURCE EFFICIENCY & CARBON REDUCTION 資源效益及減碳

Ensuring happy employees is the number one priority to make them proud of your brand and products. Substantial staff training and engagement efforts are needed for this to happen.

確保員工快樂，是讓他們能為品牌和產品感到自豪的首要任務。為此，需要大量培訓及積極與員工溝通。

We are committed to this end through our "Employer Brand" initiative and measures to foster intrapreneurship among employees.

我們致力透過「僱主品牌」計劃及措施，促進員工的內企業家精神。



## PEOPLE FOCUSED 以人為本

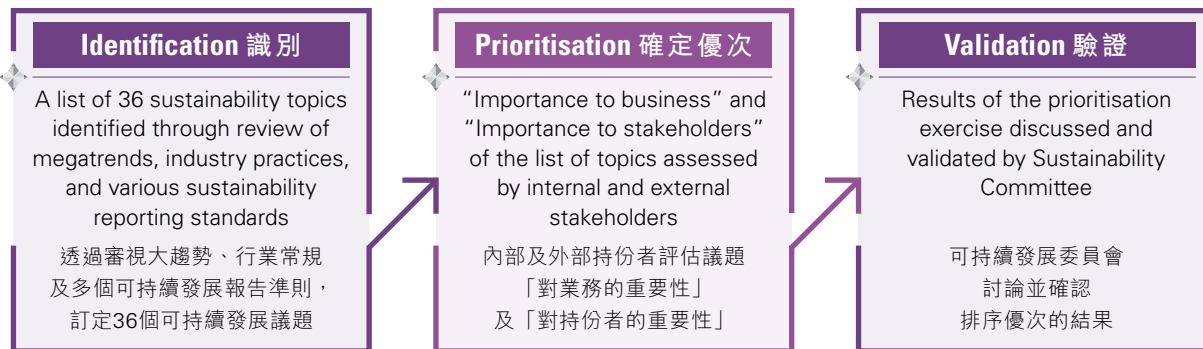


# Materiality Assessment

## 重要性評估

We adopt a three-step approach for materiality assessment, which includes identification, prioritisation and validation.

我們的重要性評估，包括識別、確定優次和驗證三個步驟。



## List of Material Topics

### 重要性議題

In FY2019, our Sustainability Committee has identified four priority areas, along with Ethical Business Practices, to be material to the Group's long-term development.

可持續發展委員會於2019財年，已識別出營商操守及四大重點範圍，對集團長期發展至關重要：

- RESPONSIBLE SOURCING**  
責任採購

  - 1 Supply chain management  
供應鏈管理
  - 2 Ethically responsible sourcing  
道德與責任採購
  - 3 Green procurement  
綠色採購

**CRAFTSMANSHIP, INNOVATION AND TECHNOLOGY**  
傳承創新

  - 4 Preservation of traditional craftsmanship with innovation and technology  
以創新科技傳承傳統工藝
  - 5 Fostering creativity in jewellery design  
培育珠寶設計創意
  - 6 Promotion of jewellery heritage and culture  
傳揚珠寶歷史和文化

**ETHICAL BUSINESS PRACTICES**  
營商操守

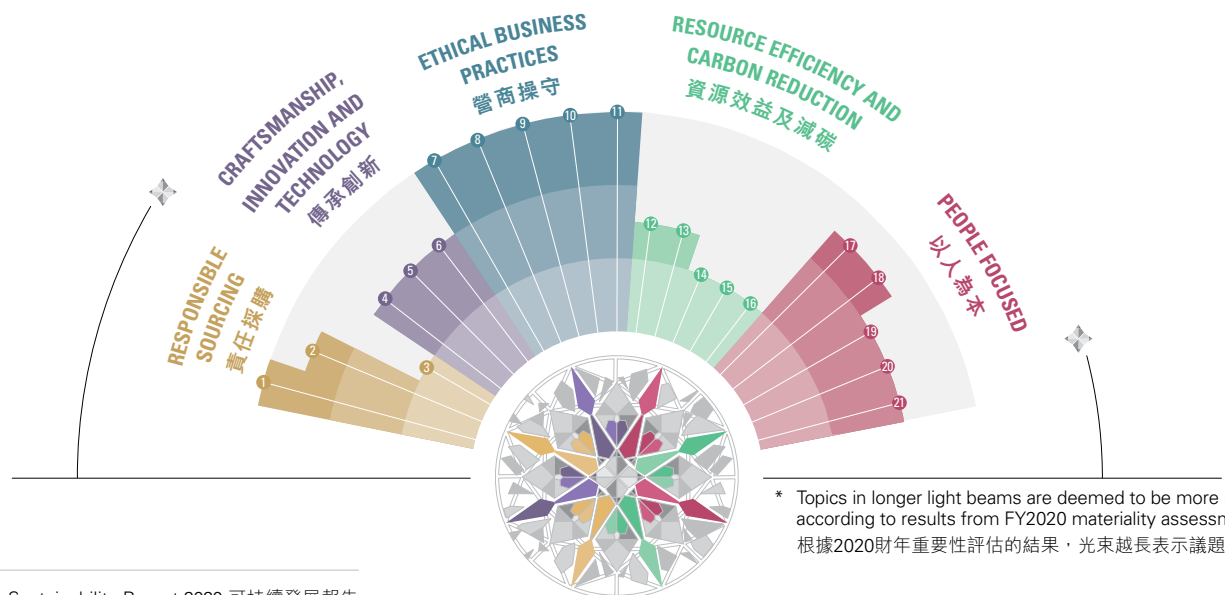
  - 7 Anti-corruption  
反貪污
  - 8 Compliance with laws and regulations  
遵守法律與規例
  - 9 Corporate governance and ethical standards  
企業管治及道德標準
  - 10 Quality control  
品質控制
  - 11 Quality customer service  
優質的顧客服務

**RESOURCE EFFICIENCY AND CARBON REDUCTION**  
資源效益及減碳

  - 12 Air quality  
空氣質素
  - 13 Carbon emissions and energy  
碳排放與能源
  - 14 Climate-related risks and impacts  
與氣候有關的風險和影響
  - 15 Waste  
廢棄物
  - 16 Water  
用水

**PEOPLE FOCUSED**  
以人為本

  - 17 Occupational health and safety  
職業健康與安全
  - 18 Succession planning  
繼任計劃
  - 19 Training and career development  
培訓與職業發展
  - 20 Employee wellbeing  
員工的身心健康
  - 21 Attracting and retention of talents  
吸引和留住人才



\* Topics in longer light beams are deemed to be more material according to results from FY2020 materiality assessment. 根據2020財年重要性評估的結果，光束越長表示議題越重要。

# Ethical Business Practices

## 營商操守

We have various policies in place to ensure we operate with strict ethical standards. Apart from maintaining our Anti-Fraud Policy, Best Practice Principle (“BPP”), Code of Conduct, Code of Practices for Supplier Assessment, Privacy Statement, Purchasing Policy and Whistleblowing Policy, we have stepped up our efforts in AML and safeguarding customer privacy.

Please refer to the [sustainability section of our Group website](#) for more details of our Group policies and procedures.

我們制定了一系列政策，確保符合嚴格的道德標準運作。除了維持執行《反舞弊政策》、《最佳執業守則》、《紀律守則》、《供應商行為考核準則》、《私隱聲明》、《採購政策》和《舉報政策》外，我們亦加強反洗錢及保護顧客私隱的措施。

有關政策及程序的詳情，可參閱[集團網站的可持續發展專頁](#)。



## Mitigating Money Laundering Risks

### 緩解洗錢風險

We conducted a comprehensive exercise in refining our anti-money laundering measures in FY2020. The refined Group AML Policy enables us to identify, manage and communicate money laundering risks across business segments operating in various jurisdictions. Our dedicated Operational Guide specifies the governance and appropriate procedures in risk assessment, control and reporting, which will be reviewed and updated regularly with reference to the Group AML Policy on top of the relevant rules and regulations.

A series of training were conducted during the year. Onboard and refresher trainings will be offered to our employees to maintain their vigilance in AML matters.



我們於2020財年，全面檢視並完善集團反洗錢之措施。完善集團的《反洗錢政策》有助我們在不同司法管轄區營運的業務部門，就洗錢相關的風險進行識別、管理和溝通。我們編寫特定《操作指南》，為風險評估、控制和報告的管治及適當程序提供指引，並按集團《反洗錢政策》及相關法規，定期檢視和修訂此指南。我們在年內進行了一系列培訓，並會為員工提供入職和重溫課程，以確保他們對反洗錢工作保持警惕。



## Safeguarding Customer Privacy

### 保護顧客私隱

We conducted a dedicated customer data management review programme during the year in order to safeguard customer privacy in our operations and ease their potential concerns arising from cybersecurity breach. The types, processes and management mechanism for the collection and storage of customer data were reviewed. Tailored training programmes, cyberattack drills and system penetration tests were offered to our senior management and employees to enhance their awareness and capability to reduce the risks of data leakage. Refinement and promotion of operation manual on customer data management is in the pipeline.

我們於年內進行了專門的顧客數據管理檢討項目，以保護業務營運中的顧客私隱，並釋除顧客因網絡安全漏洞而引起的潛在顧慮。我們檢視了在收集和儲存顧客數據時，涉及的數據類型、過程和管理機制。透過進行量身定制的培訓計劃、網絡攻擊演習和系統滲透測試，有助高級管理層和員工提高他們的安全意識和能力，以減低數據洩漏的風險。我們正計劃完善和推廣有關顧客數據管理的操作手冊。

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## Product Quality and Assurance

### 產品質素保證

We continue our commitment to meeting the recognised industry standards for the quality of our products. We maintain best practices through our internal testing centre in Hong Kong, which achieved accreditation as a jadeite testing laboratory from the Hong Kong Laboratory Accreditation Scheme ("HOKLAS"). Our testing centres in Mainland China located in Shenzhen, Shunde and Wuhan have achieved CNAS-CL01 accreditation (equivalent to ISO/IEC 17025:2005 certification) from the China National Accreditation Service for Conformity Assessment ("CNAS"). In addition, we maintain an ISO 9001 certificate of quality management systems in all production hubs, and we conform to external third-party inspection standards advocated by industry associations including the Natural Diamond Quality Assurance Mark, Natural Jade Quality Mark and Quality Gold Mark. Certified by SGS, our T MARK diamonds received ISO 18323:2015 – Jewellery – Consumer Confidence in the Diamond Industry international certifications that confirm their transparent traceability.



我們繼續致力令產品質素達至具認可性的行業標準。我們在香港的內部鑑證中心，透過「香港實驗室認可計劃」獲得「硬玉質翡翠鑑證認可資格」，讓產品符合最佳規範。而位於中國內地深圳、順德及武漢的鑑證中心，均已通過中國合格評定國家認可委員會的CNAS-CL01認證（等同ISO/IEC 17025:2005認證）。此外，我們所有生產基地均通過ISO 9001質量管理認證，並符合天然鑽石品質保證標誌、天然翡翠標誌，以及優質足金標誌等業界團體倡導的第三方檢測標準。我們的T MARK鑽石由SGS認證，獲得ISO 18323:2015—珠寶—鑽石業消費者信心國際認證，足證T MARK鑽石「可知」、「可尋」。

## Customer Health and Safety

### 顧客健康與安全

To safeguard our customers' health amid the recent outbreak of COVID-19, we have taken proactive anti-pandemic measures to reassure our customers that they can shop in our POS or enjoy online shopping and delivery anytime, anywhere.



During the early stages of the COVID-19 outbreak in January 2020, we immediately launched our business contingency plan and implemented disinfection measures at our POS, such as enhanced disinfection of jewellery showcases and floor surfaces every two hours; all frontline staff are required to wear face masks; and alcohol-based hand sanitising gel is provided for customers.



For online purchases, we have optimised our delivery arrangements through which products are delivered to collection points closest to customers in order to streamline logistics and minimise distances. We disinfect all parcels during the end-to-end delivery process. We also remind customers to implement self-disinfection and precautionary measures when collecting the parcels.

In addition, we partnered with UMP Healthcare to provide 6,000 appointments of free online medical consultation for our members in Mainland China.

近期2019冠狀病毒疫情爆發，為保障顧客的健康，我們採取多項抗疫措施，確保顧客在我們的零售點安心購物，並享受隨時隨地的網上購物和送貨服務。

早於2020年1月，疫情爆發初期，我們已立刻啟動應變計劃，並於零售點實施消毒措施，如每兩小時消毒展櫃及地板等。所有前線人員必須配戴口罩，並為顧客提供酒精消毒搓手液。

網上購物方面，我們則改善了送貨安排，把產品送往離顧客最近的收貨點，以簡化物流及盡量縮短距離。在運輸和派送過程中，我們會消毒所有包裹。我們亦會提醒顧客，領取包裹時緊記自行消毒和採取預防措施。

此外，我們與聯合醫務合作，為中國內地的會員免費提供6,000個在線醫療諮詢服務名額。





# RESPONSIBLE SOURCING

## 責任採購

Driving higher social and environmental standards in our supply chain

推動供應鏈提升更高的社會和環境標準



## Why it matters? 為何重要

### SDGs



### Material topics 重要性議題

Supply chain management  
供應鏈管理

Ethical responsible sourcing  
道德的責任採購

Green procurement  
綠色採購

Ethically responsible sourcing has been a material issue in the jewellery industry that is highly dependent on its supply chain. By leveraging technology such as blockchain, we can find innovative ways to build trust and set higher social and environmental standards for our supply chain. As an industry leader, we collaborate with our business partners to ensure that the sourcing of raw materials for business – from gemstones and precious metals for jewellery crafting to boxes and bags for packaging – meet optimum industry standards.

合乎道德的責任採購對珠寶業來說，是與供應鏈密不可分的重要議題。我們借助區塊鏈等技術，以創新方法來建立信任，並為供應鏈設下更高的社會和環境標準。作為行業領導者，我們與業務夥伴合作，以確保業務原材料，包括用於製作珠寶的寶石和貴金屬，以至包裝盒和袋等，都達到最佳的行業採購標準。



**Dr. Thomas Tang 鄧錫權博士**  
Sustainability Advisor, The Purpose Business  
The Purpose Business可持續發展顧問

Corporations need to live up to customers' expectations — not only in terms of the products and services they are buying, but the associated values behind the brand, from responsible sourcing to material traceability.

企業不僅要滿足顧客對產品和服務的期望，更需體現品牌背後的相關價值，包括責任採購，以至物料的可追溯性。



We recognise the challenge and believe transparency and accountability are essential for working towards responsible sourcing. There is still much more work to do, in terms of enhancing policies, improving procedures and developing technology. We will continue to work with our suppliers to safeguard their employees' rights, protect the environment and ensure traceability of raw materials.

我們察覺到這項挑戰，同時相信供應鏈的透明度和問責制度對責任採購是不可或缺的。我們還需循著加強政策、改進程序和發展技術等多方面入手。與此同時，我們將繼續與供應商合作，以保障員工權益、保護環境並確保原材料可追溯溯始。



**Ms. Liang Xue-Ping, Emma 梁雪萍女士**  
Member of Responsible Sourcing Champions, Chow Tai Fook Jewellery Group  
周大福珠寶集團責任採購先鋒成員

### 2029 Goal 目標

To achieve full compliance with Chow Tai Fook's "Best Practice Principles" by all long-term key suppliers.

所有長期合作的重點供應商都能遵守「周大福最佳責任標準」。

### FY2020 Highlights 財年摘要

#### AML反洗錢



Strengthened policies and practices on AML to ensure responsible sourcing  
加強反洗錢政策和實踐以確保責任採購

#### 1st 第一家



Jeweller to collaborate with GIA to apply blockchain technology in order to deliver secure and digital diamond grading reports to customers  
珠寶商與GIA合作應用區塊鏈技術，向顧客提供安全的數碼鑽石鑒定證書

### Short-term Plans 短期計劃

- Strengthen supplier management framework and code of conduct
- Improve supplier management systems
- Collaborate with business partners in blockchain traceability system
- Educate business partners and employees on responsible sourcing
- Enhance green procurement policies and practices for appliances, fixtures, delivery boxes and invoices
- 加強供應商管理框架和行為準則
- 改善供應商管理系統
- 與業務合作夥伴合作發展區塊鏈技術追溯系統
- 與業務合作夥伴和員工分享有關責任採購的知識
- 加強電器、固定裝置、郵寄盒和發票的綠色採購政策和常規



# Responsible Sourcing Practice

## 責任採購的實務慣例

We continue to manage our supply chain in a responsible manner under our supplier management framework.

我們持續以供應商管理框架為本，負責任地管理供應鏈。

### Our Supplier Management Framework

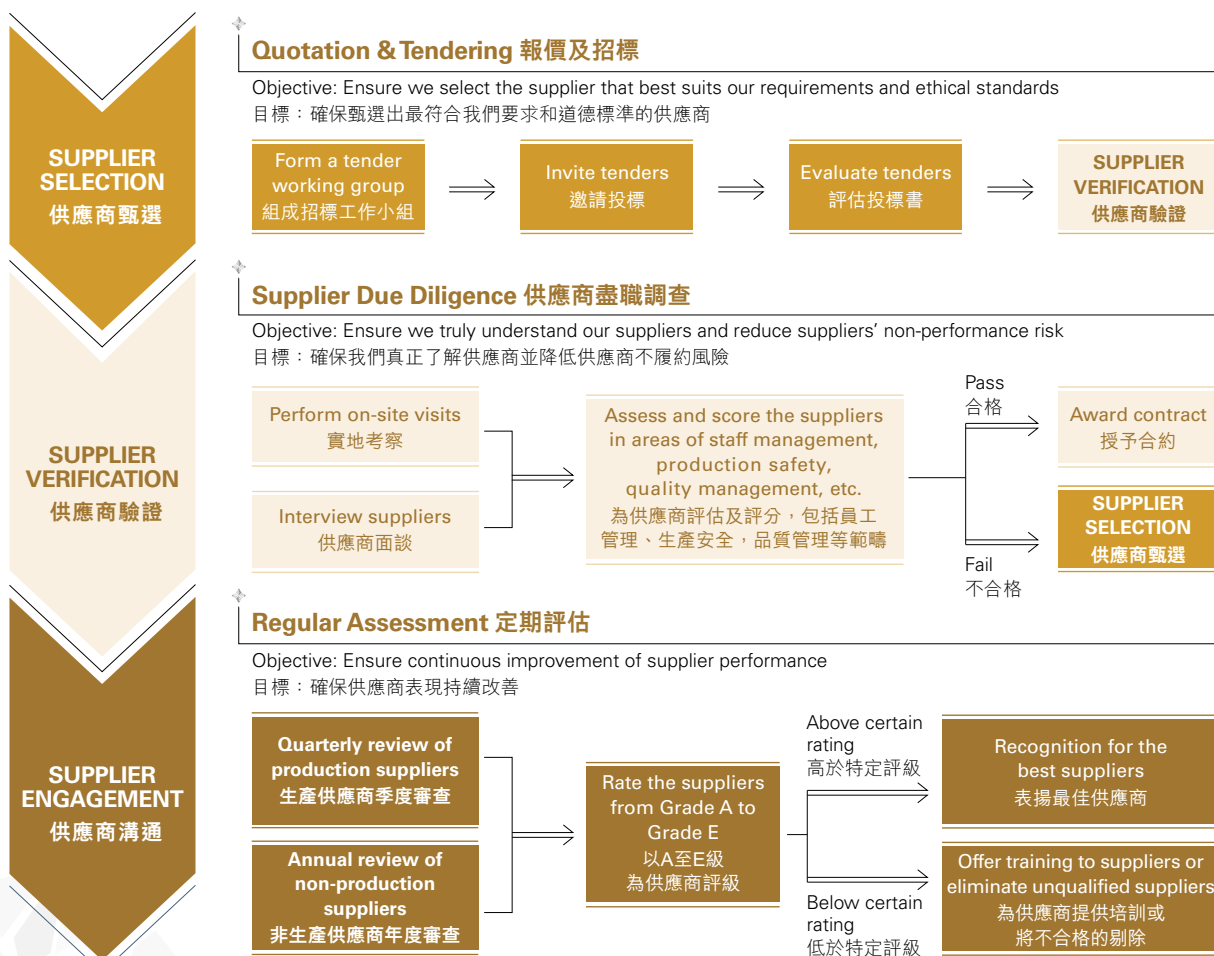
#### 供應商管理框架

Overseen by our cross-departmental Supplier Management Committee, we maintain a thorough supplier management framework to govern our procurement process. A dedicated team, our Supplier Management Department, is responsible for facilitating supply chain processes, including regular audits on procurement departments' practices and procedures on supplier selection, supplier verification and supplier assessment to ensure effective controls have been properly integrated into our procurement process.

在跨部門供應商管理委員會的監督下，我們持續以全面的供應商管理框架來管理採購流程。供應商管理委員會專門負責促進供應鏈流程，包括定期審核採購部門在供應商甄選、驗證及評估方面的方針和程序，以確保有效的控制措施已適當地整合於採購流程中。

### Our Supplier Management Framework

#### 供應商管理框架



## Safeguarding Human Rights along the Supply Chain

### 在供應鏈中保障人權

We are committed to addressing human rights impacts along our supply chain. Our multi-pronged approach ensures that we are protecting human rights in the gold and diamond supply chain:

我們致力解決供應鏈中的人權問題，以多管齊下的方式，確保在黃金和鑽石的供應鏈保障人權：



## Enhancing Code of Conduct and Due Diligence for Precious Metal Suppliers

### 加強貴金屬供應商準則和盡職調查

As part of our commitment to improving the supplier Code of Conduct, we introduced a specific Code of Conduct for Precious Metal Suppliers (“the Code”), which is applicable to the precious metal suppliers with which we deal directly. We expect these precious metal providers to take appropriate measures for monitoring their supply chains and to act in compliance with the applicable legal provisions, while we rely on the bullion exchanges with which we trade to carry out due diligence processes with their precious metal refiners and providers. The Code is comprised of requirements on prohibition of corruption and bribery, prohibition of child labour, employee health and safety and environmental protection. Precious metal suppliers are required to provide information on (but not limited to):

- High risk countries from which materials have originated, been purchased from or transported through
- The form of the materials supplied (i.e. virgin, recycled, grandfathered, etc.)
- Counterparties that are active in high risks activities
- Politically exposed persons from whom materials have been sourced
- Their business operations and freighters

我們特定為直接採購的貴金屬供應商，訂立貴金屬供應商守則，以履行改善供應商行為準則承諾的重要一環。我們希望這些貴金屬供應商，能採取適當措施來監控供應鏈，並遵守適用的法律和規例。與此同時，我們亦依靠與我們交易的貴金屬交易所向貴金屬提煉商和供應商展開盡職調查。守則內容包括禁止貪污與賄賂、禁止童工、保障員工健康與安全，以及遵守環境保護等要求。貴金屬供應商必須提供有關(但不限於)以下資料：

- 物料來自、購入於或運輸經過高危險國家
- 供應材料的形式(即原始、回收、舊存貨等)
- 活躍於高風險活動的業務夥伴
- 從政治人物採購物料
- 其業務營運和貨運團隊

## Responsibly Sourced Diamonds 負責任地採購鑽石

We continue to implement various initiatives to ensure that the diamonds we source are natural, "conflict free" and traceable.

我們持續推行多個項目，確保購入「不涉衝突」及可追溯來源的鑽石。

### Kimberley Process Certification Scheme 金伯利流程認證計劃

We continue to collaborate with global peers in complying with the requirements of the Kimberley Process during the process of sale, purchase and transport of both rough and polished diamonds to ensure that they are "conflict-free." Stringent procedures are implemented to maintain our Kimberley Process records, including the warranties, invoices and receipts as well as proof of Kimberley handling for all transactions involving rough and processed diamonds.

我們與全球同行合作，在銷售、採購、物流過程中，都能確保鑽石毛坯及已打磨鑽石「不涉衝突」，符合金伯利流程的要求。我們亦以嚴格的執程序來保存金伯利流程的記錄，包括保證書、發票、收據，以及一切以金伯利流程處理鑽石毛坯及加工鑽石的交易。

### Collaborating with Industry Leaders 與行業領導者合作

We continue our collaboration with the Tracr™ platform in working with the industry to further enhance diamond traceability, and we act as a leader in fostering the implementation of the platform in Asia.

我們繼續與Tracr™平台合作，協助業界進一步提高鑽石可追溯性，並擔當促進亞洲平台實施的領導者。

### Responsible Jewellery Council ("RJC") 責任珠寶業委員會

Our subsidiary CTF Diamond Trading Company Limited has been a Diamond trader and/or cutter and polisher RJC member since 2010.

我們的附屬公司大福鑽石貿易有限公司，自2010年一直是責任珠寶業委員會鑽石貿易及/或打磨商，及拋光商成員。



### T MARK: To Tell the Truth 唯真可鑒的T MARK

We continue to foster traceable diamonds through our iconic T MARK brand that, with advanced technology, offers customers instant access to a diamond grading report and provides additional trust through our insurance protection.

我們將繼續透過標誌性T MARK品牌，推廣可追溯的鑽石真品。該品牌採用先進的技術，讓顧客即時取得數碼鑽石鑒定證書，並通過保險保障，讓顧客份外安心。

Traceability of the diamond through the T MARK mobile app

透過T MARK手機應用程式追溯鑽石來源

Blockchain-enabled digital GIA certificate via T MARK mobile app

透過T MARK手機應用程式，獲取區塊鏈數碼鑽石鑒定證書

Insurance protection for customers on T MARK products

為顧客的T MARK產品提供保險保障

Third party certification by SGS on T MARK's integrity and traceability

SGS為T MARK完整真確及追溯來源提供第三方認證



Experience the **T MARK** journey  
 體驗**T MARK**旅程



# Supplier Engagement

## 與供應商溝通

We have around 6,000 suppliers globally, and we have been devoting endless efforts in building a lasting relationship with them. We have various initiatives in place to engage our suppliers regularly such as surveys and supplier engagement meetings. Apart from these regular efforts, we organised two large scale supplier conferences in FY2020.

我們一直努力不懈，與全球6,000多家供應商，建立恒久的合作關係。我們以問卷調查及供應商溝通會議等多項措施，定期與供應商交流。除此之外，我們於2020財年舉辦了兩場大型的供應商大會。

### Our Annual Conferences with Suppliers

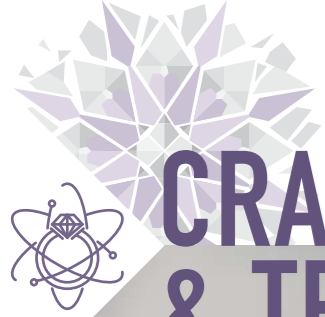
#### 年度供應商大會



In April and May 2019, we invited our key suppliers to join us at our annual supplier conferences which were held in both Mainland China and Hong Kong, China. Our Group's management recognised high-performing suppliers and communicated our expectations for the following year. We also outlined our Sustainability Strategy and supply chain management approach to suppliers. The conferences enabled us to strengthen our mutual understanding with suppliers through this interactive platform, which allowed us to further our collaboration in achieving a sustainable future.

我們於2019年4月及5月，先後邀請主要供應商參加分別在中國內地及中國香港舉行的年度供應商大會。集團管理層在會上表揚表現出色的供應商，並傳達我們來年對供應商的期望。我們亦概述了與供應商相關的可持續發展策略和供應鏈管理方針。我們藉此會議營造出互動的平台，加強與供應商的相互了解，促進大家進一步合作，實現可持續未來。





# CRAFTSMANSHIP, INNOVATION & TECHNOLOGY

## 傳承創新

Preserving traditional craftsmanship while fostering future technology and innovation

傳承傳統工藝，孕育技術創新



## Why it matters? 為何重要

### SDGs



### Material topics 重要性議題

Preservation of traditional craftsmanship with innovation and technology

傳承工藝和孕育創新

Fostering creativity in jewellery design

Promotion of jewellery heritage and culture

推動珠寶傳承和文化

As the disruptive technology revolution has begun in the jewellery industry, the culture of innovation is crucial for driving progress and change. At the same time, as we boast a long history and are experienced in our craft, we shoulder the responsibility of preserving traditional craftsmanship for generations to come.

隨著顛覆的科技革命開始席捲珠寶業，創新文化對推動進步和變革至關重要。與此同時，我們擁有悠久的歷史且豐富的工藝經驗，應當肩負起傳承的責任，使傳統工藝得以世代相傳。



### Mr. Corentin Quideau 先生

Founder of Corentin Quideau Consulting and Strategic Advisor of Madison Trading Partners  
Corentin Quideau Consulting 創辦人及 Madison Trading Partners 策略顧問

The essence of craftsmanship is about maintaining ancient traditions and being able to transmit and transform them with innovation. The more you master the techniques, the more you are able to free your mind and spirit. 工藝的本質在於傳承古老的傳統，並能夠通過創新，傳播和改革工藝。掌握的技術愈多，思想和靈魂才能更奔放自由。



Apart from talent and luck, diligence, professionalism and a positive attitude are even more important. As a jewellery craftsman in a profession which relies on 70% of craftsmanship and 30% of innovation, hardworking is the only way towards success.

比起才華與運氣，更重要的是勤奮、敬業和積極的態度。身為珠寶工藝的專業人士，雖說七分工藝和三分創新，但努力才是成功的不二法門。

### Mr. Chen Qi-Liang 陳奇亮先生

Young artisan, Chow Tai Fook Jewellery Group and the Winner of Silver medal in the Jewellery Trade of the 45<sup>th</sup> WorldSkills Competition  
周大福珠寶集團年輕工匠及第45屆世界技能大賽銀牌得主



### 2029 Goal 目標

To promote cross-generational craftsmanship, innovation, and technology in the industry and to cultivate the artisanal spirit of perseverance with 10 million people through mass engagement initiatives and in-depth experiential programmes.

促進行業內的跨代工藝傳承、創新和技術。通過大型活動和深入的體驗計劃，向1,000萬人培養堅毅不屈的匠心精神。

### FY2020 Highlights 財年摘要



### Short-term Plans 短期計劃

- Engage customers and the general public in jewellery craftsmanship and culture via innovative media
- Establish a Chow Tai Fook corporate history archive and organise exhibitions
- Cultivate young talent through Loupe's Design Residency Programme
- Develop Loupe Jewellery Academy into a regional reputable institute for nurturing top jewellery talent
- Apply technology and innovation to elevate craftsmanship and enable customisation capability
- 透過創新媒體，促進顧客和公眾參與珠寶工藝和文化
- 建立周大福企業歷史檔案並舉辦展覽
- 通過Loupe設計師駐場計劃培養年輕人才
- 發展Loupe珠寶研學院成為地區知名學府，以培養頂尖珠寶人才
- 利用科技創新，提升工藝水平並實現定制首飾的能力

# Cross-generational Craftsmanship

## 跨代工藝

We continue to nurture future talent within the jewellery industry and promote cross-generational craftsmanship through the Loupe platform, in addition to participating in global events and competitions.

除參與國際性活動和比賽外，我們亦將繼續培養珠寶行業的未來人才，並通過Loupe平台促進跨代工藝。

### Loupe

At Loupe in PMQ, Central, Hong Kong, we continued our efforts in fostering cross-generational craftsmanship exchanges for our 37 designers in-residence through the Loupe Design Residency Programme since its launch in 2017. Cumulatively, 109 public workshops and seminars have been organised at Loupe since 2017.

自2017年計劃開展以來，設於香港中環PMQ元創方的Loupe繼續積極透過Loupe設計師駐場計劃，促進37位駐場設計師的跨代工藝交流。自2017年，Loupe累計舉辦了109場公眾工作坊及研討會。



Learn more about Loupe  
了解Loupe更多

## Loupe Jewellery Academy

### Loupe 珠寶研學院

Loupe Jewellery Academy was inaugurated in June 2019 with the mission of nurturing future talent for the jewellery industry and fostering cross-generational craftsmanship. The Academy collaborated with Haute École de Joaillerie ("HEJ") from France in developing the course materials. During the first semester, 12 designers from our Group attended an intensive six-week course, which offered the designers an inspirational learning experience, and enabled them to think outside of the box. The Academy will offer

more diverse training opportunities including a curriculum in "Jewellery Crafting"; "Marketing and Sales" as well as training partnerships with the GIA in the near future.



Loupe 珠寶研學院於2019年6月成立，旨在培養珠寶行業未來人才及促進跨代工藝。研學院與法國巴黎高級珠寶學院Haute École de Joaillerie合作，編寫課程教材。在第一個學期，集團的12名設計師參加了為期六周的精修課程，讓設計師跳出固有思維，並提供啟發靈感的學習經驗。學院將提供多元培訓機會，包括「珠寶工藝」及「推廣與銷售」課程，更會在不久將來夥拍GIA，提供培訓課程。

## Young Artisans' Achievement

### 年輕工匠的成就

We participated in the 45<sup>th</sup> WorldSkills Competition in August 2019. In the competition, our young artisans, Mr. Chen Qi-Liang and Mr. Chan Wing-Long from the Master Studio of Chow Tai Fook demonstrated our best craftsmanship spirit to the world, and achieved an all-time record among Chinese participants by winning the Silver medal in jewellery trade and the Medallion for Excellence respectively. The achievement of our young artisans demonstrated the Group's craftsmanship standard and capability to the world.



我們於2019年8月參加了第45屆世界技能大賽。周大福珠寶集團大師工作室的年輕工匠陳奇亮及陳詠朗，在是次比賽中向世界展示出最卓越的工藝精神，並分別贏得珠寶業銀牌和優異獎，創下中國參賽者的史上佳績。我們年輕工匠的成就，向世界展示出集團的工藝水平和能力。





**Mr. Wong Siu-Kee, Kent 黃紹基先生**

Managing Director and Member of Sustainability Committee,  
Chow Tai Fook Jewellery Group  
周大福珠寶集團董事總經理及可持續發展委員會委員

**Our new generation of artisans will continue to contribute in elevating the industry to the next level.**

**我們新一代的工匠將繼續作出貢獻，把行業推上另一高峰。**



**It was our greatest honour to represent the Group and to participate in such an eye-opening international contest. During the competition, we were also able to interact with young challengers from all over the world.**

**很榮幸可以代表集團參加這項令人大開眼界的國際比賽。比賽中，我們還能與來自世界各地的年輕參賽者交流。**

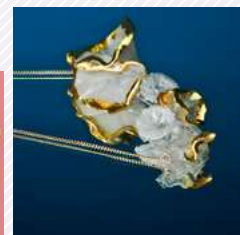
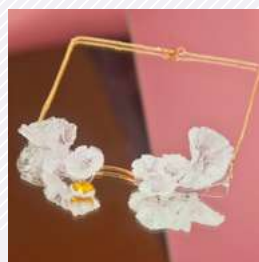
**Mr. Chen Qi-Liang and Mr. Chan Wing-Long  
陳奇亮先生及陳詠朗先生**

Young artisans, Chow Tai Fook Jewellery Group  
周大福珠寶集團年輕工匠



In addition, two of our Loupe's Designers-in-Residence, Ms. Maureen Hung and Ms. Connie Tang created the upcycled brand "W;nk" by making hand-carved jewellery from plastic waste. Their innovation was recognised and won the highest honour "Best Design Award" at the 2<sup>nd</sup> "Heavenly Award" in 2019. This recognition further enhanced public awareness of jewellery upcycling.

此外，兩位Loupe駐場設計師Maureen Hung女士和Connie Tang女士，利用塑膠廢料製作手工雕刻首飾，並創建升級再造品牌「W;nk」。她們的創意備受認可，並於2019年第二屆「天工獎」中榮獲「最佳設計獎」最高殊榮。這項嘉許進一步提升了公眾對珠寶升級再造的認識。



# Transforming Jewellery Production with Technology

## 以科技改革珠寶生產

### Embracing Industry 4.0 to Enable Customisation for Customers

#### 以工業4.0實現顧客定制首飾

We have adopted an industry 4.0 framework to enable us to transform our conventional manufacturing model into a Customer-to-Manufacturer ("C2M") approach. One of our major applications is the Digital Twin model, which simulates an optimal production flow, allowing for more flexible production processes. We also use automated guide vehicles ("AGV") in our production process to assist artisans in receiving materials and transporting the finished products, which saves on manual transportation and paperwork. Industry 4.0 is expected to bring numerous benefits such as enhancing customisation and enabling us to better match customers' preferences. Currently, we are piloting our industry 4.0 applications at our C2M experience centre, which is a platform for our customers to experience our D-ONE customisation.

我們採用工業4.0框架，將傳統的製造模式轉變為「顧客對工廠」(C2M)。其中，我們主要應用「數碼雙生」模型，模擬最佳的生產流程，使生產流程更靈活。我們亦於生產過程中使用自動導引車來幫助工匠接收物料和運輸成品，從而節省人工運輸和文書工序。預計工業4.0將帶來定制能力等多個好處，讓我們能更容易迎合顧客的喜好。目前，我們正在C2M智定隨心中心試用工業4.0應用程序，讓顧客體驗D-ONE定制平台。

### D-ONE Customisation Procedures

#### D-ONE 定制程序



### Traditional Craftsmanship with Digital Precision

#### 精密數碼與傳統工藝

Traditional embossed and hollowed out crafts involve complicated crafting techniques, which have relied on the dedicated skills of craftsmen. We adopted CNC machining, an automated technology, to improve the traditional craft and hollowing out process, which enabled us to overcome various technical challenges, reduce reliance on the manual work of our craftsmen, improve precision and enhance our production efficiency. CNC machining has also brought multiple supplementary benefits, such as assisting in multi-layer craft production, and eliminating the visible traces of machining, thereby fully reflecting the exquisiteness of our products.

傳統的浮雕和鏤空的工藝技術相當複雜，極需依賴工匠的專業技術。我們採用自動化CNC加工技術，以改善傳統工藝和鏤空工藝，讓我們能克服各種技術困難，減少依賴工匠的人手工藝，提升精確度並提高生產效率。CNC加工亦能應用於多層工藝品的生產工序，清除肉眼可見的加工痕跡等多個附加好處，充分展現出產品的精緻工藝。





# Creating Traditional Craftsmanship Experiences

## 創造傳統工藝的體驗

### Crafting Dreams

#### 匠心築夢

Our Master Studio organised “Crafting Dreams”, a project to promote our craftsmanship spirit and skills. From 2017 to 2019, we organised 24 sessions across different locations around the world, including Mainland China, Hong Kong, China, Singapore and France. Over 200,000 visitors participated in a variety of activities such as master sharing sessions and workshops.

我們的大師工作室舉辦了「匠心築夢」項目，以提升業界的工藝精神和技能。我們於2017年至2019年期間，在中國內地、中國香港、新加坡、法國等地，舉辦了24場「匠心築夢」活動。逾20萬名訪客參加了大師分享會和研討會等多項活動。



### Craftsmanship Experience for Members

#### 會員工藝體驗活動

We organised the Nine Crafts Jewellery Workshop for our members in Hong Kong. Experienced artisans from our Master Studio attended the workshop in Loupe to demonstrate the Nine Crafts. Our members were able to experience the charm of traditional craftsmanship, while having the opportunity to make jewellery for themselves.

我們為香港的會員舉辦了「九大珠寶工藝工作坊」。大師工作室的資深工匠於Loupe的工作坊上示範九大工藝，讓會員感受傳統工藝的魅力，同時藉此機會親手製作首飾。



### “Treasure of the Time” Exhibition

#### 「一件首飾 一個時代」展覽

As part of our 90<sup>th</sup> Anniversary Celebration, we organised the “Treasure of the Time” Exhibition at our CTF Brand Hall in Shenzhen. A variety of works created by our master artisans and Loupe designers were exhibited, which guided the participants to understand the aesthetic spirit of different eras over the last 90 years. Additionally, we displayed the evolution of jewellery materials and styles to reflect the relationship between jewellery development and cultural changes in the Greater China over the past 90 years.

在深圳周大福品牌館舉行的「一件首飾 一個時代」展覽，為周大福慶祝90周年的活動之一。展覽展出集團大師級工匠和Loupe設計師創作的多件首飾作品，引領參觀者了解過去90年不同時代的美學精神。此外，我們亦展示了過去90年大中華地區，珠寶物料和風格的演變，以反映珠寶發展與文化變遷之間的關係。



To celebrate our 90<sup>th</sup> Anniversary, we published a Chow Tai Fook 90<sup>th</sup> Anniversary Brand Book to showcase our 90 years of creativity and craftsmanship.

為慶祝周大福創立90周年，我們出版了《周大福90周年品牌書》，以展示過去90年的創造力和工藝。



# RESOURCE EFFICIENCY & CARBON REDUCTION

## 資源效益及減碳

Pursuing a sustainable operation pattern to protect our planet

追求可持續的營運模式，保護地球資源



### Why it matters? 為何重要

#### SDGs



#### Material topics 重要性議題

Air quality  
空氣質素

Carbon emissions and energy  
碳排放和能源

Climate-related risks and impact  
與氣候有關的風險和影響

Waste  
廢棄物

Water  
用水

With global warming reaching dangerous levels in recent decades, environmental challenges such as climate change and resource scarcity will continue to pose physical and financial risks to businesses around the world. More stringent environmental regulations enforced by governments also make businesses reduce their ecological footprint. We join hands with the global community to transition to a low carbon economy and to pursue a sustainable operating model to protect our planet.

近幾十年，全球暖化已達到危險水平，氣候變化及資源匱乏等環境挑戰，將繼續對全球企業構成實體和財務風險。各地政府實施更嚴格的环境法例，迫使企業減少生態足跡。我們與國際社會攜手，轉型至低碳經濟，並奉行可持續營運模式來保護地球。



**Mr. Liam Salter 先生**  
CEO, RESET Carbon  
銳思碳行政總裁

Environmental targets have to be co-owned by different units of the company and not just the sustainability team. We need to make our staff motivated to deliver the environmental KPIs by translating them into a relevant language.

環境目標不僅屬於可持續發展團隊，而是企業不同部門共同擁有。我們必須把環境績效指標，轉化成與員工相關的語言，才能推動他們達成目標。



If natural resources are used more efficiently, we can live healthier lives and respect the limits of the planet. We strive for growth while also being mindful of the environmental impact of our activities and thus we need to apply resource efficiency and carbon reduction to every step of our product and service lifecycle. Members of our Champion group, who are from different business units and take care of raw material procurement to sales, contribute their knowledge, experiences and ideas to realise the goal of a higher resource efficiency and carbon reduction.

我們若能有效利用天然資源，便能過更健康的生活，並尊重地球的極限。我們在追求增長的同時，亦應注意活動對環境的影響，因此，我們應切實執行資源效益及減碳在產品和服務生命周期的每個小節中。我們的可持續發展先鋒，來自原料採購以至銷售等不同部門，貢獻知識、經驗和見解，以實現更高的資源效益及減碳目標。



**Mr. Ronald Ng 吳嘉駒先生**

Convener of Environmental Stewardship Champions, Chow Tai Fook Jewellery Group  
周大福珠寶集團環境保護先鋒召集人

#### 2029 Goal 目標

To achieve a reduction of at least 15% in our ecological footprint, namely greenhouse gas intensity and water consumption intensity of the group, and waste generation intensity at our production hubs by 2029 (2019 as the base year).

以2019年為基準年，於2029年將生態足跡，即集團的溫室氣體、耗水量密度，以及生產基地廢棄物密度，減低最少15%。

#### FY2020 Highlights 財年摘要

**1.8** Hectares  
公頃



Size of forest saved by using FSC certified e-commerce delivery boxes  
使用FSC認證的電商郵寄盒而受到保護的森林面積大小

**37** Eiffel Towers  
座埃菲爾鐵塔



Stacked height of paper saved by our e-invoicing initiative  
使用電子收據所節省的紙張疊起高度

#### Short-term Plans 短期計劃

- Improve energy efficiency by upgrading equipment and appliances at our production hubs and offices
- Extending the LCMP to our production hubs in Shenzhen and Shunde
- Increase the rate of water recycling at the production hubs and install flow limiters on faucets
- Reduce waste at the production hubs by various initiatives like gypsum recycling
- Enhance green procurement policies and practices for appliances, light fixtures, delivery boxes and invoices
- 透過更新生產基地和辦公室設備和電器，提高能源效益
- 將低碳製造計劃推廣至深圳和順德生產基地
- 提高生產基地循環用水的比率，並於水龍頭上安裝節水器
- 透過回收石膏等活動，減少生產基地的浪費
- 加強電器、電燈、郵寄盒、發票等綠色採購政策和方針



# Environmental Management

## 環境管理

We continue to maintain a suite of environmental policies and initiatives including, but not limited to, ISO 14001 Environmental Management Certification for the environmental management systems of all our production hubs in Shenzhen, Shunde and Wuhan in Mainland China. Thanks to the hard work of our dedicated teams at our production hubs and offices, we were delighted to be awarded various achievements in environmental sustainability in FY2020, which included the Gold Label of WWF Hong Kong's LCMP, various awards at Hong Kong Green Awards 2019 and a B rating for CDP.

我們繼續實施環境政策和措施，包括但不限於ISO 14001環境管理認證，為中國內地深圳、順德和武漢所有生產基地的環境管理體系。全賴生產基地和辦公室專業團隊的努力，我們於2020財年，榮獲環境可持續發展方面的多項成就，其中包括世界自然(香港)基金會「低碳製造計劃」授予「黃金標籤」、在「香港綠色企業大獎2019」中獲頒多個獎項，以及獲CDP授予「B」評級。

### Air Emissions Management

#### 廢氣排放管理

We have maintained various measures for the reduction of major air pollutants such as HCl, NH<sub>3</sub>, NO<sub>x</sub>, SO<sub>x</sub> generating from moulding, ultrasonic cleaning and hard gold electroforming processes. We continue to implement modification measures in our production systems and processes to reduce emissions of volatile organic compounds ("VOCs"). Emission monitoring was conducted to obtain samples of pollutants such as NO<sub>x</sub> and SO<sub>x</sub>. In our production hub in Wuhan, we continued to track the air emission treatment system and ventilation levels through real-time surveillance systems. Throughout the reporting period, we complied with all air emission laws and regulations applicable to the location of our production hubs.

我們繼續實施多項措施，以減少因倒模、超聲波清洗及硬金電鑄工序所產生的酸氣(HCl)、氨氣(NH<sub>3</sub>)、氮氧化物(NO<sub>x</sub>)、硫氧化物(SO<sub>x</sub>)等主要空氣污染物。我們亦繼續於生產系統及工序，實施改善措施，以減低排放揮發性有機化合物(VOCs)。我們亦會監測排放，並收集氮氧化物(NO<sub>x</sub>)及硫氧化物(SO<sub>x</sub>)等污染物樣本。我們持續透過實時監控系統，追蹤武漢生產基地的廢氣排放處理系統及通風程度。在整個報告期內，我們的所有生產基地，均遵守適用於所在地的廢氣排放法律及規例。

**-12** kg  
公斤

HCl and SO<sub>x</sub>  
酸氣和硫氧化物

**-350** kg  
公斤

VOCs  
揮發性有機化合物

Estimated annual reduction in air emissions after air emissions treatment system upgrades at our production hubs

生產基地的空氣排放處理系統升級後，估計每年減少的廢氣排放量

### FY2020 財年

#### Air Emissions from Production in Tonnes<sup>1</sup>

##### 以公噸計算來自生產的廢氣排放量<sup>1</sup>

NO <sub>x</sub> 氮氧化物	2.19
SO <sub>x</sub> 硫氧化物	0.46
Dust 粉塵	1.07
Fluoride 氟化物	0.02
Non-methane hydrocarbon 非甲烷總烴	4.04
Lead and other compounds 鉛及其他化合物	0.002
VOCs 揮發性有機化合物	2.86
Hydrogen cyanide 氰化氫	0.004
HCl 氯化氫	0.75
Ammonia 氨	0.02

#### Air Emissions from Our Vehicles in Tonnes

##### 以公噸計算來自公司車輛的廢氣排放量

**0.18**

NO<sub>x</sub>  
氮氧化物

**0.006**

SO<sub>x</sub>  
硫氧化物

**0.012**

PM  
懸浮粒子

<sup>1</sup> These data are confined to air emissions from our production hubs and are calculated from result data from regular air sample tests  
這些數據僅限於我們生產基地的廢氣排放，並根據常規空氣樣本測試的結果數據計算

## Water Resources Management 水資源管理

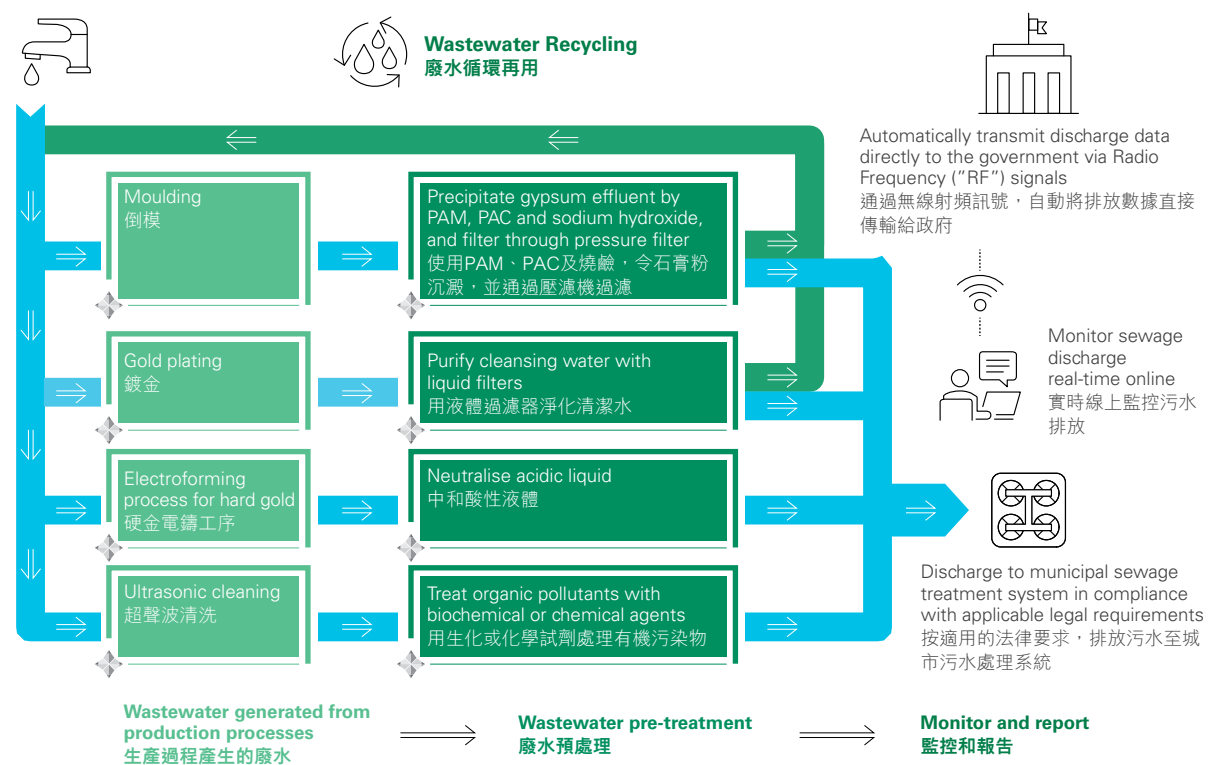
Apart from maintaining the various water conservation measures, we introduced a new wastewater treatment system at our production hub in Shunde this year. Utilising technologies like membrane bioreactor ("MBR"), the system is able to process up to 300 tonnes of wastewater into clean water for our koi pond per day. We actively explore ways to reuse the treated water in our manufacturing process.

除了維持各項節約用水的措施，我們今年在順德生產基地，引入全新的廢水處理系統。該系統利用膜生物反應器等技術，每天能將多達300噸廢水淨化為潔淨的水，供我們的錦鯉池使用。我們正積極研究，在生產過程重用這些經處理的淨化水。



We continue to maintain the real-time online monitoring system for sewage discharge in our production hub in Wuhan. Having implemented these stringent procedures, we have met all relevant legal requirements regarding sewage discharge.

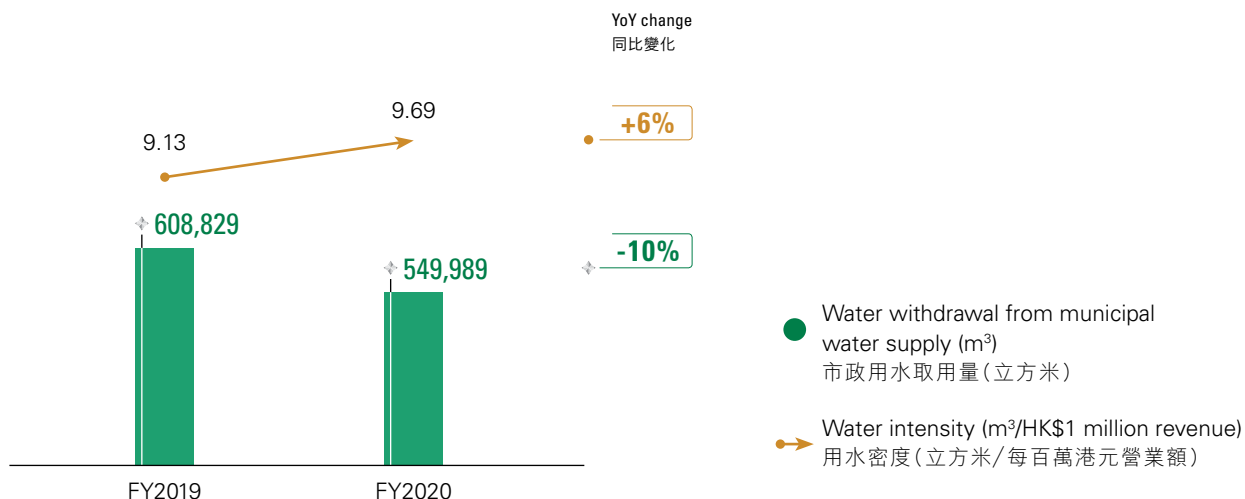
我們繼續於武漢生產基地使用污水排放實時線上監測系統，實施嚴格的監管程序，令我們得以符合所有跟污水排放相關的法律要求。





## Water Consumption and Intensity

### 用水量及密度



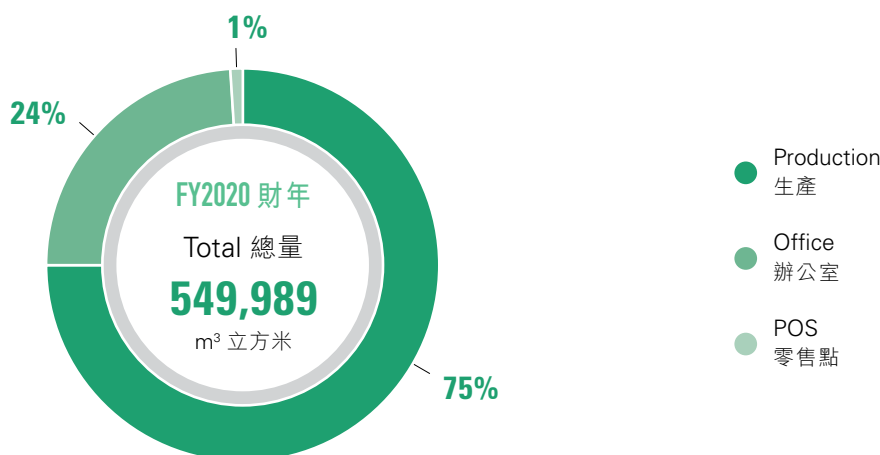
Note 備註：

The data scope of FY2019 and FY2020 water use is expanded to include staff quarters. Significant increase in water intensity is due to a decrease in our Group revenue.

2019財年和2020財年用水量的數據範圍擴大至員工宿舍。鑑於集團收入減少，用水密度數據因而顯著增加。

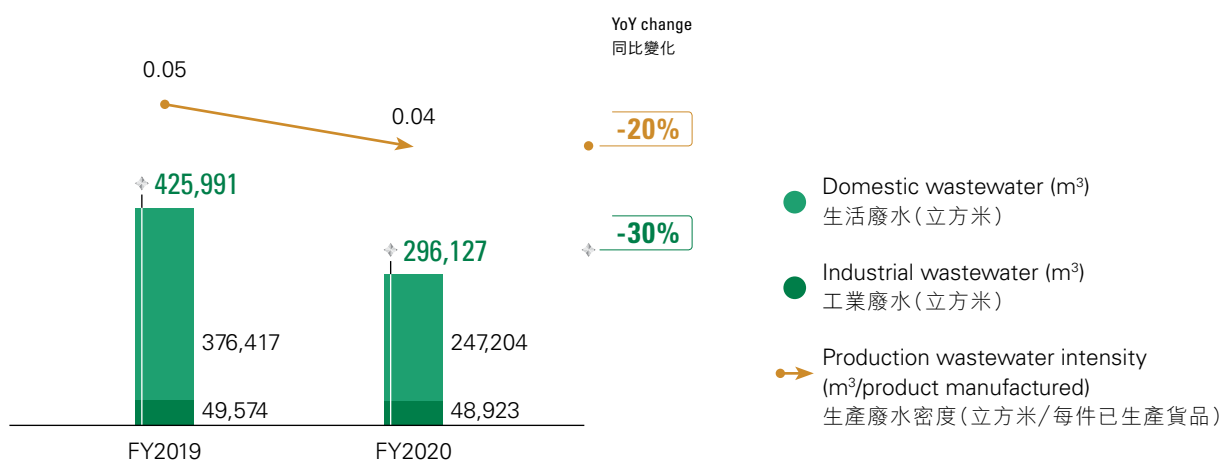
## Water Consumption by Function

### 按功能劃分的用水量



## Wastewater Discharge and Intensity from Production

### 來自生產過程的廢水排放及密度



## Waste Management

### 廢棄物管理

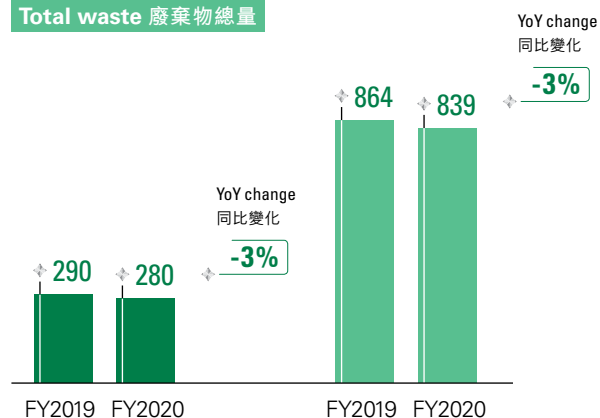
In treating hazardous waste generated from our production hubs, such as highly acidic and alkaline residuals, and waste containing lead, we have employed qualified contractors to treat such waste in compliance with applicable legal requirements to minimise the environmental impact. At our POS and offices, we are committed to making our best efforts to reducing generations of non-hazardous waste such as packaging used for our products and unrecyclable paper through initiatives including e-invoicing and other source reduction measures.

我們委託合資格的承辦商，並按照適用的法律要求，處理生產基地所產生的強酸鹼殘渣及含鉛等有害廢物，以盡量減低對環境的影響。我們致力透過電子發票和其他源頭減廢措施，處理零售點及辦公室產生的無害廢棄物，如產品包裝物料和不可回收的紙張。

### Waste from Production

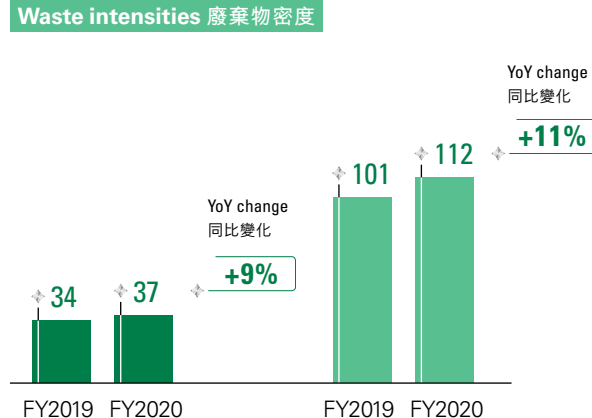
#### 來自生產過程的廢棄物

##### Total waste 廢棄物總量



- Hazardous waste (tonnes)  
有害廢棄物 (公噸)
- General waste (tonnes)  
一般廢棄物 (公噸)

##### Waste intensities 廢棄物密度



- Hazardous waste intensity (g/product manufactured)  
有害廢棄物密度 (克/每件已生產貨品)
- General waste intensity (g/product manufactured)  
一般廢棄物密度 (克/每件已生產貨品)

Note 備註：

Hazardous waste includes emulsions, mineral oil, inorganic cyanide, acid, alkali, surface treatment waste, lead and other compounds, wasted organic solvent, copper and other waste. The scope of FY2019 and FY2020 data of some production hubs is expanded to include more categories of waste from production (e.g. waste gypsum).

有害廢棄物包括廢乳化液、礦物油、無機氰化物廢物、廢酸、廢鹼、表面處理廢物、含鉛廢物、廢有機溶劑、含銅廢物及其他廢物。2019財年及2020財年一些生產中心的數據範圍擴大至包括更多來自生產過程的廢物種類(如廢石膏)。

### FY2020 財年

### Material Use

#### 物料使用

**13,238** pieces  
個



Toner used  
碳粉盒使用量

**1,405** pieces  
個



Toner recycled  
碳粉盒回收量

**107** tonnes  
公噸



Paper used  
紙張使用量

**33** tonnes  
公噸



Paper recycled  
紙張回收量

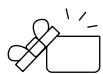
Note 備註：

Data scope expanded to POS and included receipts  
數據範圍擴展到零售店並包括收據用紙

### Material Use at Production

#### 生產過程中的物料使用

**0.8** tonnes  
公噸



Paper wrap used at diamond production  
鑽石生產用包裝紙

**16** tonnes  
公噸



Plastic packaging used at production  
生產用塑膠包裝

**7** tonnes  
公噸



Wax used at production  
生產用蠟

# Combating Climate Change

## 應對氣候變化

With climate change likely to intensify in the coming decades, we are committed to mitigating the risks of climate change under the guidance of our Sustainability Committee. We take our efforts seriously to reducing our greenhouse gas (“GHG”) emissions and energy consumption, and set concrete GHG emissions reduction targets under our 2029 Goal.

未來數十年，氣候變化或會加劇。為此，我們在可持續發展委員會的指導下，致力緩減氣候變化的風險。我們竭力減少溫室氣體排放及能源消耗，並為2029年訂立了具體的溫室氣體減排目標。

## Our Approach to Combating Climate Change

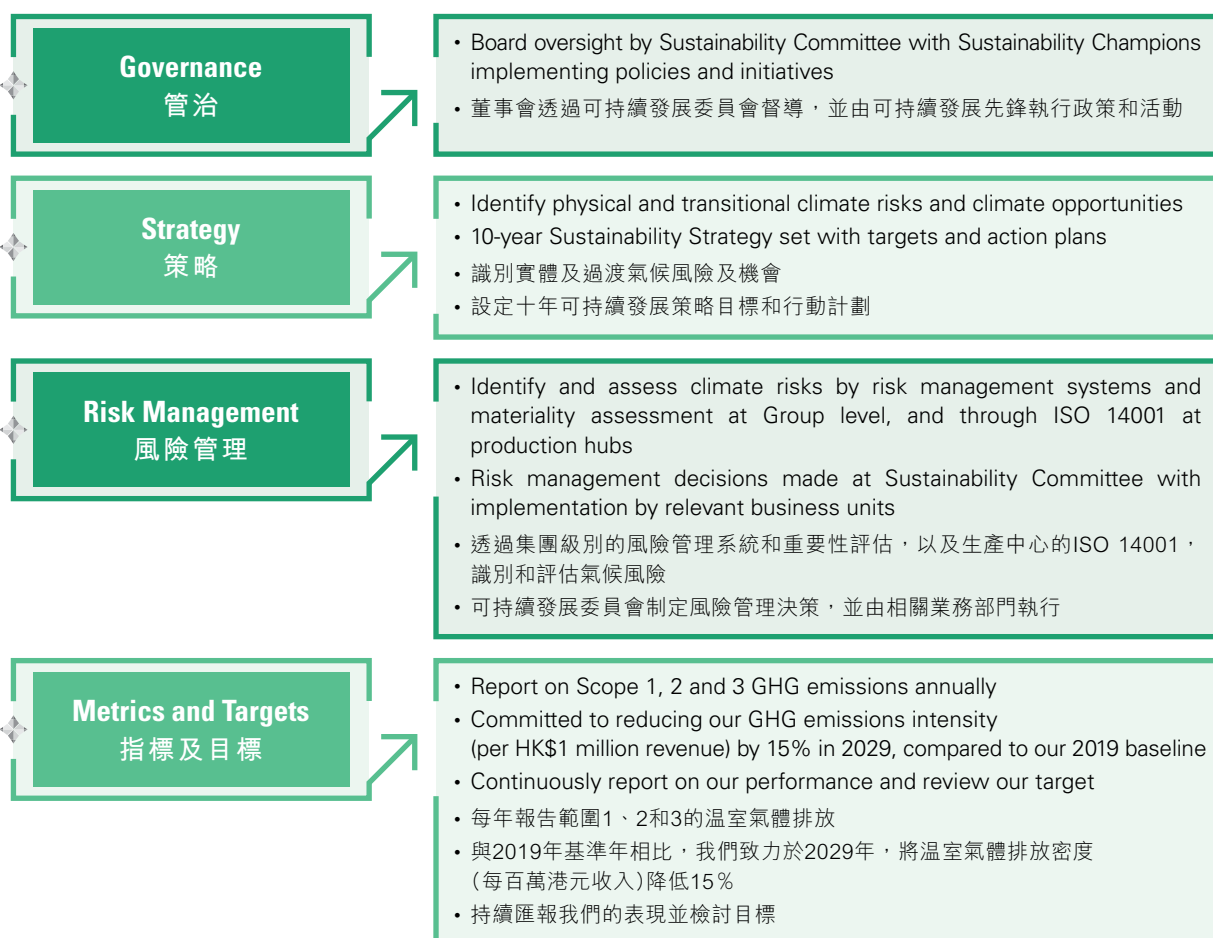
### 應對氣候變化方針

We support the recommendations made by TCFD<sup>1</sup>, and disclose climate related information through CDP.

我們支持TCFD<sup>1</sup>所提出的建議，並透過CDP披露與氣候相關的資訊。

## Summary of Our Response to TCFD Recommendations

### 回應TCFD建議的摘要



Learn more by referring to our detailed response on our [Group's website](#).

了解更多有關回應的詳情，請參閱[集團網站](#)。



1 The Financial Stability Board Task Force on Climate-related Financial Disclosures (“TCFD”) is a market-driven initiative, set up to develop a set of recommendations for voluntary and consistent climate-related financial risk disclosures in mainstream filings.

金融穩定委員會氣候相關財務披露工作組(TCFD)為市場導向的倡議機構，制定自願性和統一性的氣候相關財務風險披露建議。



# B rating 評級

## CDP Climate Change 2019 Questionnaire CDP氣候變化問卷調查

We disclosed relevant data and our management approach to addressing climate-related risks and opportunities to the CDP, which enabled us to track our performance and progress in moving towards a low-carbon operation.

我們藉著披露相關數據和管理方法，向CDP提出與氣候相關的風險和機遇。這有助我們追蹤集團在低碳營運方面的表現和進展。

## Reducing Energy Consumption and Carbon Emissions 減少能源消耗和碳排放

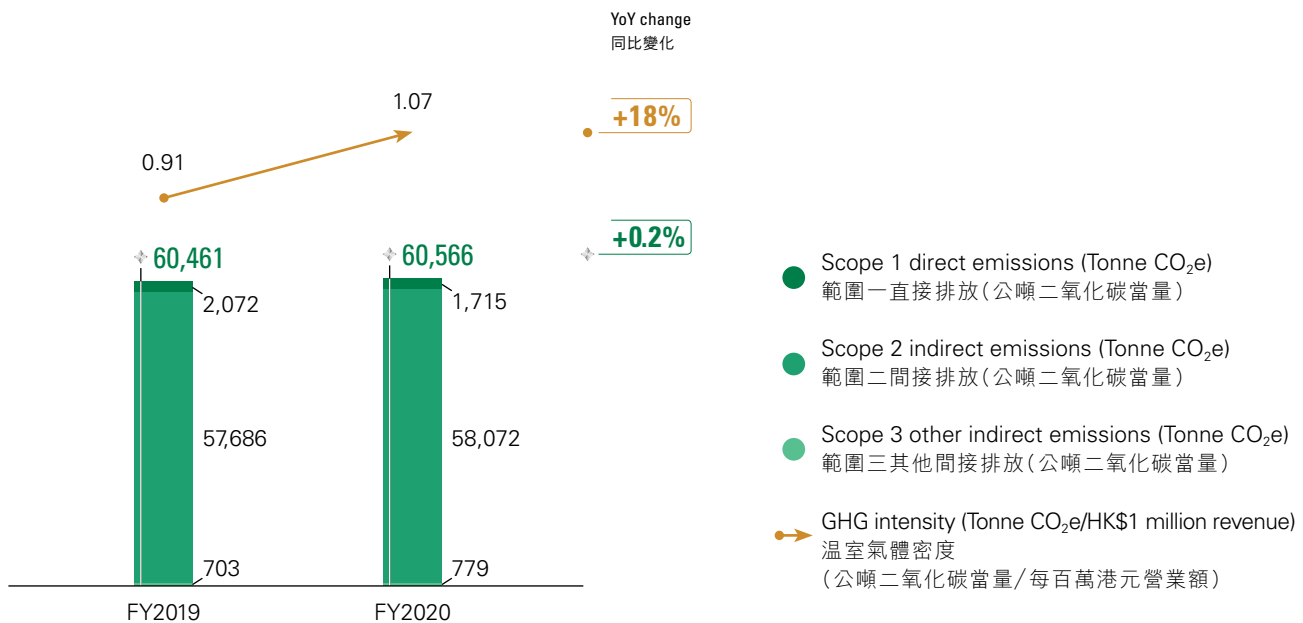
In FY2020, we increased our efforts to reduce energy consumption and carbon emissions at our production hubs, such as improving the energy efficiency of the air emission treatment systems at our production hub at Wuhan, with an estimated annual reduction in electricity use of 13,700 kWh.

The slight increase in our absolute GHG emissions are due to (i) an increase in electricity use at POS in Mainland China during the first quarter of FY2020, and (ii) an increase in number of tenants at our production hub in Wuhan, resulting in higher electricity use. The significant increase in our GHG emissions and energy intensity can be attributed to a decrease of our Group revenue.

我們於2020財年付出更大努力，以減少生產基地的能源消耗和碳排放，例如：武漢生產基地提高了空氣排放處理系統的能源效率，估計每年能減少13,700的千瓦時的用電量。

絕對溫室氣體排放量略有增加，是由於(i)2020財年第一季中國內地零售點的用電量增加；以及(ii)武漢生產中心的租戶數量增加，導致用電量增加。溫室氣體和能源密度的大幅增加可以歸因於集團收入減少。

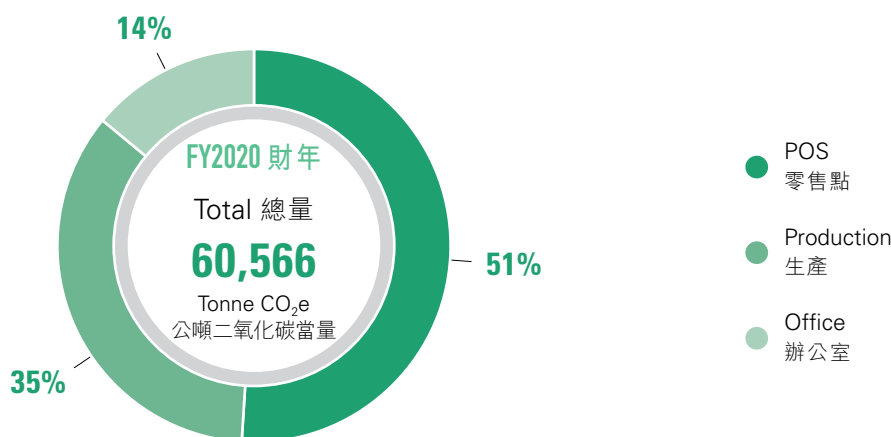
## GHG Emissions and Intensity 溫室氣體排放及密度





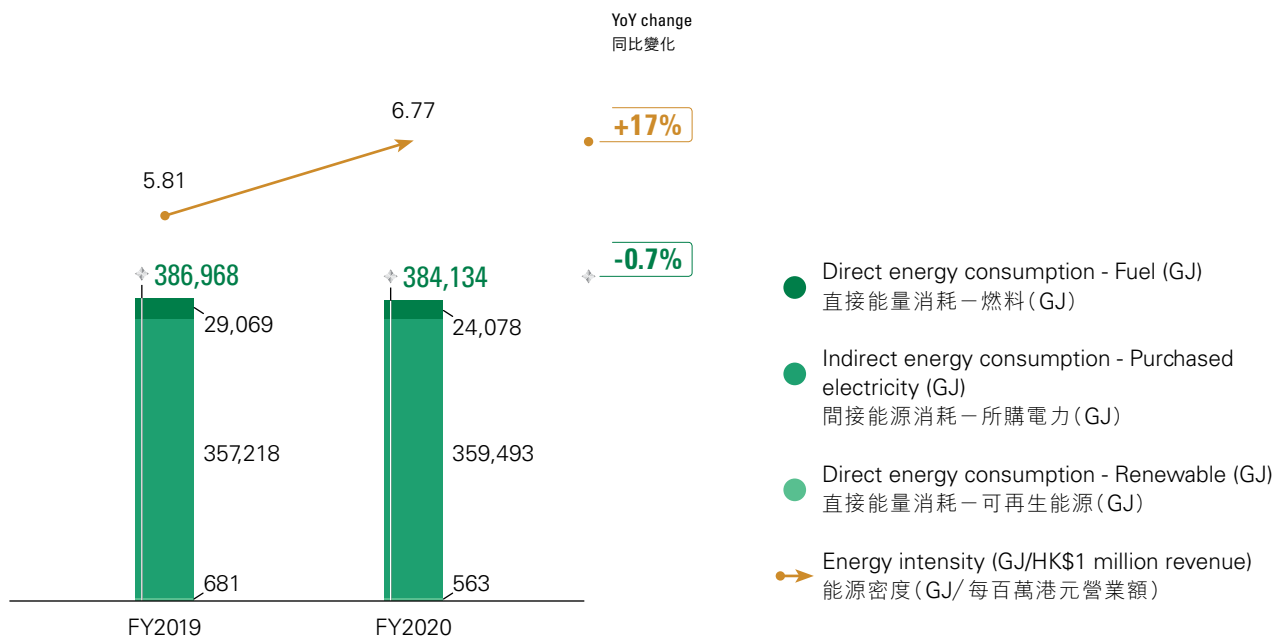
## GHG Emissions by Function

按功能劃分的溫室氣體排放



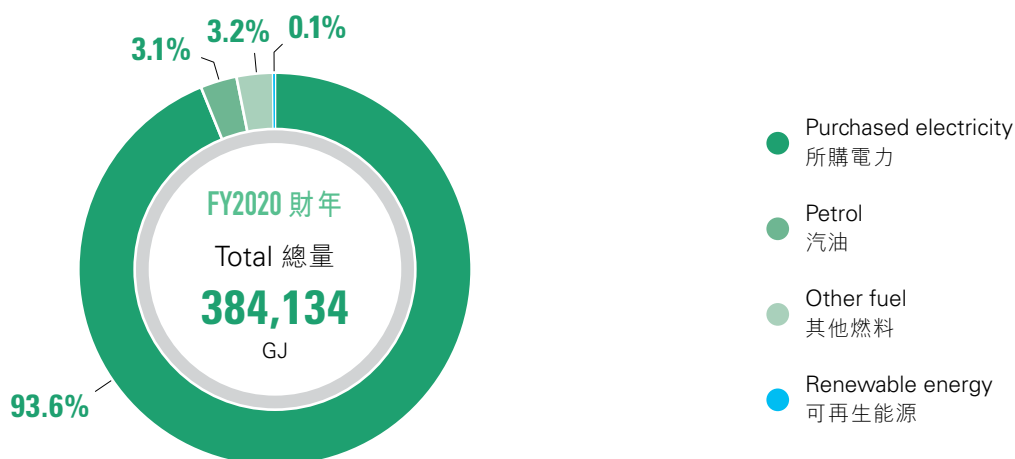
## Energy Consumption and Intensity

能源消耗及密度



## Energy Consumption by Type

按類別劃分的能源消耗



## WWF Hong Kong's Low Carbon Manufacturing Programme 世界自然(香港)基金會低碳製造計劃

In recognition of our efforts in implementing carbon reduction plans at our production hub in Wuhan, we were awarded a Gold Label under the LCMP.

武漢生產基地為減碳計劃付出的努力獲得表揚，為我們帶來「低碳製造計劃黃金標籤」。



## Green Future, We Do 綠色WE來

We organised "Green Future, We Do" at our Shenzhen Headquarters to encourage behavioural changes among employees around the office. More employees are willing to switch off idled lighting and appliances, which resulted in a considerable reduction in electricity consumption since September 2018.

我們於深圳總部舉辦了「綠色WE來」，以推動辦公室員工改變行為。自2018年9月活動開展以來，越來越多員工主動關閉閒置的照明設備及電器，從而大大減少用電量。

### Notes on calculation methodologies 計算方法備註：

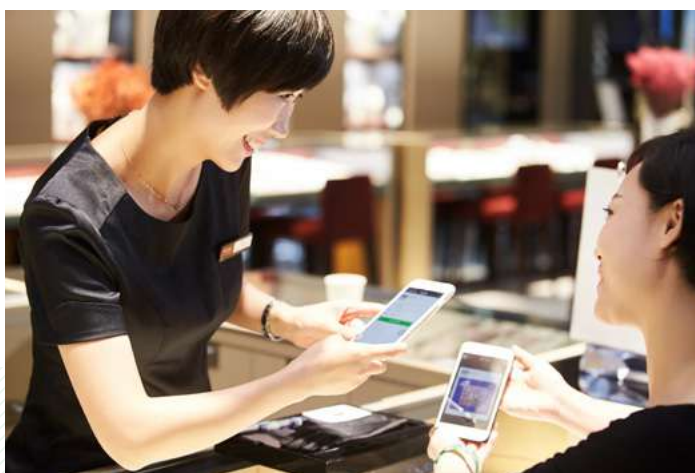
- Global warming potential values used for the calculation of GHG are from IPCC Fifth Assessment Report (AR5) (i.e. CH<sub>4</sub>:28; N<sub>2</sub>O:265).  
 用於計算溫室氣體的全球升溫潛能值來自《IPCC第五次評估報告》(即CH<sub>4</sub>: 28; N<sub>2</sub>O: 265)。
- FY2020 Scope 1 emissions are direct GHG emissions from stationary and mobile sources that are owned or controlled by the Group. GHG emissions by the combustion of diesel, unleaded petrol, towngas, and LPG are calculated based on *Guidelines to Account for and Report on Greenhouse Gas Emissions and Removals for Buildings (Commercial, Residential or Institutional Purposes) in Hong Kong*. Emissions from combustion of piped natural gas, piped coal gas and naphtha are calculated based on the UK Government's *Greenhouse gas reporting: conversion factors 2019*. Emission from combustion of Acetylene is calculated based on the *Carbon Audit Toolkit for Small and Medium Enterprises in Hong Kong*.  
 2020財年範圍一的排放，是由本集團擁有或控制的固定及移動源的直接溫室氣體排放。柴油、無鉛汽油、煤氣及液化石油氣燃燒所產生的溫室氣體排放，乃根據《香港建築物(商業、住宅或公共用途)的溫室氣體排放及減除核算及報告指引》計算出來。管道天然氣、管道煤氣及白電油燃燒所產生的排放量，是根據英國政府的《溫室氣體報告：轉換因子2019》(只有英文版)計算得出。燃燒乙炔所產生的排放量，則根據《香港中小企業碳審計計算工具》計算出來。
- FY2020 Scope 2 emissions are indirect GHG emissions from the generation of purchased or acquired electricity and towngas consumed by the Group, and were calculated based on the default factors provided by electricity providers in Hong Kong and Macau, Power Assets (0.81 CO<sub>2</sub>e kg/kWh), CLP (0.5 CO<sub>2</sub>e kg/kWh), CEM(0.883 CO<sub>2</sub>e kg/kWh) and The Hong Kong and China Gas Company Limited (0.564 CO<sub>2</sub>e kg/unit). GHG emission by electricity purchased in Mainland China in this report is calculated based on Mainland China grid emission factor in *2017 Baseline Emission Factors for Regional Power Grids in China* (simplified Chinese only).  
 2020財年範圍二的排放，是本集團消耗購買或獲得的電力及煤氣，產生的間接溫室氣體排放，並根據香港及澳門電力供應商提供的相關因子計算，電能(0.81公斤二氧化碳當量/千瓦時)、中華電力(0.5公斤二氧化碳當量/千瓦時)、澳電(0.883公斤二氧化碳當量/千瓦時)和香港中華煤氣(0.564公斤二氧化碳當量/單位)。本報告於中國內地購買電力的溫室氣體排放量，則根據2017年度減排項目中國區域電網基準線排放因子計算。
- FY2020 Scope 3 emissions are other indirect GHG emissions which are not included in Scope 2 emissions. GHG emissions by electricity used for fresh water and sewage processing and methane gas generation at landfill due to disposal of paper waste are calculated based on *Guidelines to Account for and Report on Greenhouse Gas Emissions and Removals for Buildings (Commercial, Residential or Institutional Purposes) in Hong Kong*. FY2019 Scope 3 emissions are calculated and included in their GHG emissions.  
 2020財年範圍三的排放，是不包括於範圍二的間接排放。用於處理淡水和污水的電所產生的溫室氣體排放量，以及因處理廢紙而在垃圾堆填區所產生的甲烷氣體，乃根據《香港建築物(商業、住宅或公共用途)的溫室氣體排放及減除核算及報告指引》計算出來。2019財年範圍三的排放，已計算並包括其溫室氣體的排放中。
- FY2019 Scope 2 emissions data of Mainland China have been recalculated with a more accurate methodology and emission factors. The scope of FY2019 and FY2020 GHG emissions and energy consumption is expanded to include diamond factory and staff quarters.  
 2019財年中國內地的範圍二排放，以更準確的方法及排放因子重新計算。2019財年和2020財年的溫室氣體排放及能源消耗範圍，擴展至包括鑽石廠方及員工宿舍。
- Energy conversion factors used for diesel, petrol, piped natural gas, piped coal gas, naphtha and LPG are from *CDP Technical Note: Conversion of fuel data to MWh*. Energy consumption of towngas was calculated based on the formula provided by The Hong Kong and China Gas Company Limited. Energy conversion factors used for acetylene is from *Country Specific Net Calorific Values and CO<sub>2</sub> Emission Factors for use in the Annual Installation Emissions Report-2013*.  
 用於柴油、汽油、管道天然氣、管道煤氣、白電油及液化石油氣的能量轉換因子，來自《CDP有關燃料數據轉換為MWh的技術說明》(只有英文版)。煤氣的能源消耗，是根據香港中華煤氣有限公司提供的公式計算。用於乙炔的能量轉換因子，來自《年度安裝排放報告用的國家特定淨熱值及二氧化碳排放因子2013》(只有英文版)。
- 1 GJ 吉焦耳 = 277.778 kWh 千瓦時

# Green Engagement with Customers

## 與顧客的環保約定

As an increasing number of consumers become environmentally conscious, we devoted efforts in various fronts to demonstrate our environmental commitment to our customers, and engaged them to take part in our collective effort through various initiatives.

隨著更多消費者開始注意環境問題，我們在各方面均竭盡全力，向顧客展示我們對環境的承諾，並透過多項活動，邀請顧客與我們攜手為環保出一分力。



### FY2020 財年

**401** tonnes



Packaging material used for finished products  
產品包裝物料

**7.1** kg/HK\$1 million revenue



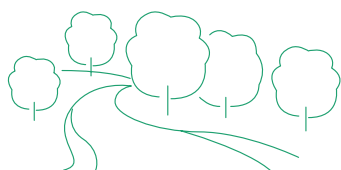
Packaging material intensity  
包裝物料密度

Note 備註：

Data on packaging material is confined to paper bags and envelopes of select brands  
包裝物料數據僅限於特定品牌的紙袋及禮封

By using 1.5 million FSC certified e-commerce delivery boxes in FY2020, we saved

透過使用150萬個FSC認證的電商郵寄盒，我們於2020財年共保護了



**1.8** hectares<sup>1</sup>  
forest  
公頃森林<sup>1</sup>

=

the size of

**2.5** standard football pitches  
個標準足球場的面積

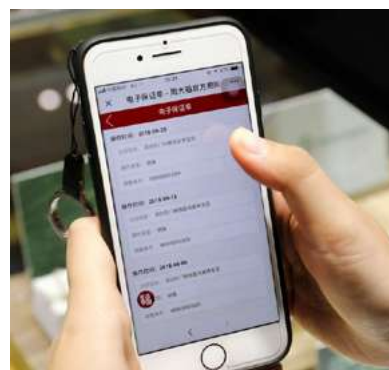
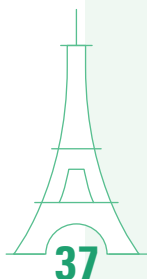


<sup>1</sup> Estimation provided by supplier  
估算數字由供應商提供

## Saving Paper with E-invoicing 使用電子收據節約用紙

The use of e-invoices since May 2018 has shortened our customers' waiting time for paper invoices and created the opportunity to raise customers' awareness of our resource conservation efforts. In FY2020, we achieved a saving of 115.4 million pieces of A5 paper, which, if stacked, would be the equivalent of 37 Eiffel Towers.

自2018年5月使用電子發票至今，顧客等待紙質發票的時間減少，並能藉此機會提升顧客節約資源的意識。於2020財年，我們節省了1.154億張A5紙。若把紙張疊起，相當於37座埃菲爾鐵塔。



## Delivery Box Upcycling Campaign 升級再造郵寄箱

We organised an upcycling campaign for our customers, encouraging them to make arts and crafts with our FSC certified e-commerce delivery boxes. The campaign reached over 300,000 people online with more than 100 participants.

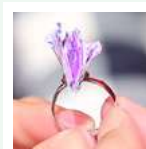
我們舉辦了升級再造活動，鼓勵顧客使用FSC認證的電商郵寄盒做手工。這活動獲100多名人士參加，並吸引了30多萬人士於網上瀏覽。



## Upcycled Jewellery Workshop 升級再造珠寶工作坊

Through Loupe, we organised a number of upcycled jewellery workshops for the public to make their own jewellery accessories from recycled materials, including the workshop held at the Hong Kong Green Day 2019, organised by Green Council; and Loupe's Gold Leaf Recycled Plastic Earrings Workshop.

我們於Loupe為公眾舉辦了多場升級再造珠寶工作坊，以回收物料製作首飾配件，包括由環保促進會於2019年香港綠色日舉辦的工作坊，以及Loupe的金箔再生塑膠耳環工作坊。







# PEOPLE FOCUSED

## 以人為本

Cultivating a decent people-centric workplace and nurturing wellbeing in our community  
培養以人為本的優質工作環境，並促進社區福祉



## Why it matters? 為何重要



### Material topics 重要性議題

- Occupational health and safety  
職業健康與安全
- Succession planning  
繼任計劃
- Training and career development  
培訓和職業發展
- Employee wellbeing  
員工的身心健康
- Attracting and retention of talent  
吸引及留住人才

### Our Employees 員工

Investing in people over the next decade or two will empower the workforce to serve and produce a new wealth for the economy and society. Our workplace will be transformed to retool the employees of today and to empower the employees of tomorrow to create more value.

在未來10至20年，投放資源於人才上，能賦權予勞動力，為經濟和社會帶來新財富。我們的工作環境將有所轉變，以重塑今天的員工，並賦予他們更大力量，為明天創造更多價值。

### Our Community 社區

Emerging social trends will usher in profound socioeconomic changes, with which some members of the community might be ill-equipped to cope. We act as a responsible corporate citizen to promote wellbeing through investing in the community.

新興的社會趨勢將為社會經濟帶來深遠的影響，而社區的一些成員或無法適應這些變化。我們作為盡責的企業公民，應投放資源為社區謀求福祉。



**Ms. Anita Lai 黎珮珊女士**  
Vice President, Hong Kong Disneyland Resort  
香港迪士尼樂園度假區副總裁

A rule of thumb to help direct a company's CSR effort is to go back to the core values upheld by the founder. The senior management should be natural advocates of the initiatives and set a good example for the employees to walk the talk.

引領公司推動企業社會責任的不二法門，是回歸到創辦人所訂立的企業核心價值。高級管理層應身體力行地參與這些活動，為員工樹立榜樣，鼓勵員工一同響應。



Work and life are inseparable from interpersonal interaction, and CSR is a key element of corporate sustainability. Encouragement from the Company's management can energise and foster employees' participation in CSR activities, therefore our active participation is very important.

工作與生活和人際互動密不可分，企業社會責任乃企業可持續發展的關鍵要素。集團管理層的鼓勵，能激發並促進員工投入企業社會責任活動，因此我們的積極參與非常重要。



**Mr. Bobby Liu 廖振為先生**  
Executive Director and Member of Sustainability Committee,  
Chow Tai Fook Jewellery Group  
周大福珠寶集團執行董事及可持續發展委員會委員

### 2029 Goal 目標

#### Our Employees 員工

To cultivate a corporate culture that embraces employee development, diversity, inclusion, employee wellbeing and family-friendly practices through intrapreneurship. 透過推廣內企業家精神，培養重視員工發展、多元共融、員工身心健康，以及家庭友善的企業文化。

#### Our Community 社區

Volunteer service hours by employees increased by 30% by 2029  
於2029年，將員工義工服務時數提升30%。

### FY2020 Highlights 財年摘要



### Short-term Plans 短期計劃

- Foster intrapreneurship through various training and experiential programmes
- Leverage technology and innovation to help employees to develop skills
- Organise a variety of different volunteering experiences to attract employees to participate
- Invite more external stakeholders to participate in community programmes
- 透過各種培訓和體驗計劃，促進內企業家精神
- 利用技術和創新，協助幫助員工發展技能
- 舉辦各種不同的義工體驗，吸引員工參加
- 邀請更多外部持份者參加社區計劃

# Employee Empowerment

## 員工賦能

### Fair Employment Practices

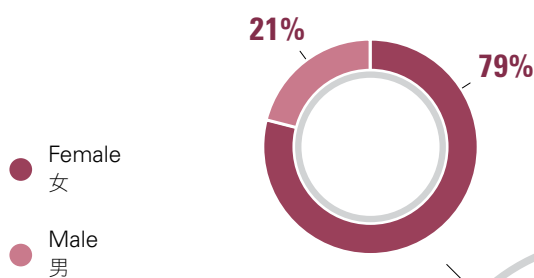
#### 公平的僱傭準則

Through the Employee Handbook and induction training, employees are well informed of the rights and benefits to which they are entitled, such as compensation and dismissal, benefits and welfare, recruitment and promotion. We respect equal opportunity and workplace diversity, which is reflected in our fair processes for staff recruitment, compensation, training, transfer and promotion. Policies about prevention of child and forced labour and anti-discrimination are also documented in our Company's Best Practice Principles.

員工可通過《員工手冊》和入職培訓，充分了解薪酬與解僱、福利、招聘與晉升等應有權益。我們尊重平等機會和多元職場，並展現於公平的員工招聘、薪酬、培訓、調動與晉升的流程中。有關預防童工與強制勞工，及反歧視政策，則已列明於本公司的《最佳執業守則》。

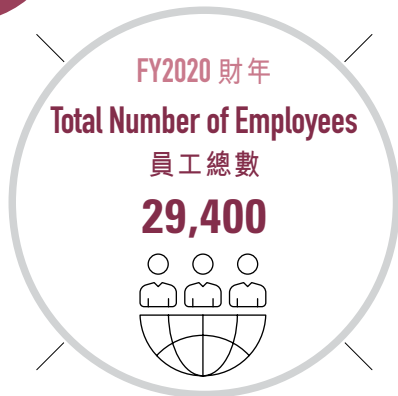
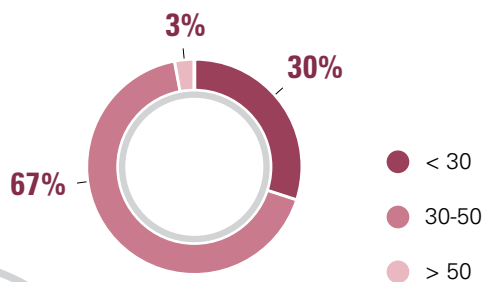
### By Gender

#### 按性別劃分



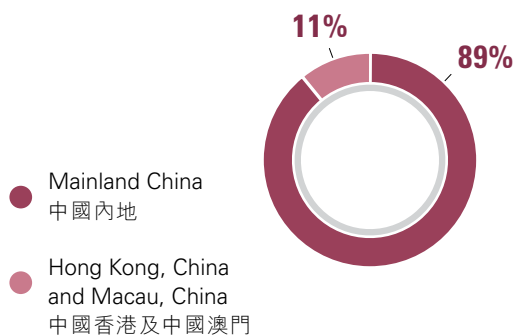
### By Age

#### 按年齡劃分



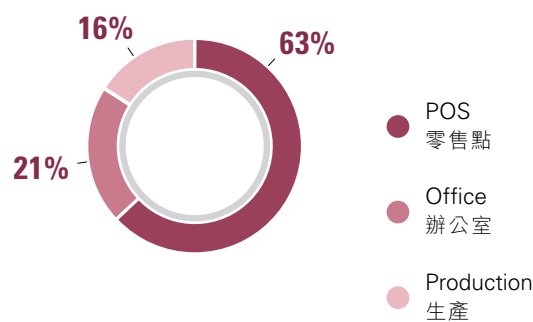
### By Geographical Region

#### 按地域劃分



### By Function

#### 按功能劃分



Note 備註：

Employee headcount and turnover data are confined to our Group's core and material business units in Mainland China, Hong Kong, China and Macau, China

員工人數及流失數據僅限於集團在中國內地、中國香港和中國澳門的核心及重要業務單位



## Attracting Talent 吸引人才

We continue to build a workplace which is attractive for current and potential employees alike. We focus on enhancing our reputation and positive image as a responsible employer to attract new talent and retain current employees through various online and offline channels. Under our Employer Value Proposition (“EVP”), we are promoting our employer’s value under three major aspects including a positive business prospect; product innovation and diversity; and an inclusive and insightful workplace.

我們持續建立對員工及求職者同樣吸引的工作場所。我們同時致力加強作為負責任僱主的聲譽及正面形象，並透過各種線上和線下渠道，吸引人才及留住現任員工。我們以僱主價值主張為本，從三方面提高僱主的價值，包括正面的業務前景、產品創新及多樣化，以及共融與具前瞻性的職場。



## Empowering Intrapreneurship 提升內企業家的能力

In addition to our regular employee training programmes, we have committed to fostering a spirit of intrapreneurship among our workforce. To this end, we organised a variety of initiatives to transform employees into self-motivated and open-minded leaders, who act like entrepreneurs within our Group.

除了定期的員工培訓計劃，我們亦致力培養員工的內企業家精神。為此，我們舉辦了多項活動，讓員工轉化為自發性高、開明的領袖，成為集團內的企業家。

### Global Innovation Award

#### 創者無界－環球創新發展獎勵計劃

To encourage innovation, we organised the Global Innovation Award to motivate colleagues to being Chow Tai Fook role models for innovation, who generate constructive ideas that offer solutions to the challenges we are facing. In addition to cash prizes, we will further support the awardees in translating their ideas into viable solutions.

為鼓勵創新，我們舉辦了「創者無界－環球創新發展獎勵計劃」，鼓勵同事成為周大福的創新榜樣並以建設性思維，為我們面臨的挑戰提供解決方案。除現金獎勵，我們亦會進一步支援得獎者將想法轉化成可行的解決方案。



## Transforming Employees into Intrapreneurs and Brand Ambassadors 讓員工搖身成為內企業家及品牌大使

We introduced new online platforms, namely the "CloudSales 365" and "My SmartBiz", for all colleagues to run their own e-shop business, which will enable them to promote products and offers to their connections, and earn commissions through successful transactions, thereby igniting employees' intrapreneurial spirit and skills in utilising social media for sales and marketing.

我們推出全新的「雲商365」和「您智醒」線上銷售平台，供所有同事營運自己的電子商店，讓他們將產品與優惠推廣至其個人網絡，於每筆成功交易中賺取佣金。員工可藉著這些平台展現出利用社交媒體進行銷售和宣傳的內企業家精神及技能。





# Be a Slash, Dare to Change 勇於創新

“Slash” located in our Shenzhen Headquarters, is an unbounded co-working environment that aims to transform our employees to become “Slashies”, who possess skills and innovative ideas for multiple careers. Our employees are welcome to join regular workshops, seminars and funfairs to spark inspiration and creativity in their career and life. For instance, they learnt essential skills in becoming “KOLs” from film editing and make-up classes offered at Slash.

「Slash」設於深圳總部，是具無限可能的共享工作空間，旨在促進員工成為擁有多種專業技能和創新思想的「Slash一族」。員工可定期參加工作坊、研討會和嘉年華會，以激發他們在職場和生活上的靈感和創意。例如，他們從Slash提供的影片剪輯和化妝課程中學到了成為「網絡紅人」的基本技巧。



## Smart Learning App and Smart Talent App 「智學」及「智人」手機應用程式



Our Smart Learning app allows our employees to participate in online training anytime and anywhere, and join events and seminars via live broadcast. We also continue to leverage the Smart Talent app platform to empower our employees by enhancing work efficiency and streamlining operational processes through the app's artificial intelligence features for enhancing the effectiveness of shift scheduling in estimating sales volume and customer flow via mobile devices.

我們的「智學」手機應用程式，讓員工能隨時隨地收看網上直播的活動及研討會。我們亦繼續利用「智人」應用程式平台，讓員工提高工作效率和簡化操作流程。透過使用人工智能，「智人」可從流動裝置估算銷量和顧客流量，從而更有效地調配人手。



Our senior management and young talents experienced the future of retail through site visits and talks during a three-day Greater Bay Area field trip

高級管理層和年輕人才於為期三天的大灣區實地考察中，透過參觀和講座，體驗未來零售



FY2020 財年

1,928,200



Total training hours  
 總培訓時數

66



Average training hours per employee  
 每位員工的平均培訓時數



## Employee Wellbeing

### 員工的身心健康

We continued to commit to promoting workplace wellness through building a happy and healthy workforce. In FY2020, we extended the Employee Assistance Programme from Mainland China to Hong Kong, China and Macau, China. It assists employees in addressing stress and anxiety at work and in their personal life through various counselling services and staff wellness programmes. In promoting a healthy lifestyle, we constructed a gym room at the Shenzhen Headquarters, and organised sports activities such as a charity run and football matches for employees. Additionally, we promoted workplace diversity through initiatives such as providing breastfeeding rooms and celebrating International Women's Day.



我們致力透過建立快樂而健康的員工團隊，促進職場健康。我們於2020財年，將員工支援計劃由中國內地擴展至中國香港和中國澳門。計劃透過各種諮詢服務和健康計劃，協助員工解決工作和個人的生活壓力和焦慮。為促進健康生活，我們於深圳總部設置了健身房，並為員工舉辦慈善跑和足球比賽等體育活動。此外，我們亦透過母乳餵哺室和慶祝國際婦女節等活動，促進多元的工作環境。

Our senior management hosted livestreaming sessions to engage with our employees and boost their morale during the COVID-19 pandemic

2019冠狀病毒疫情期間，集團高級管理層透過網上直播，與員工保持溝通，並提高士氣。

## Precautionary Measures against COVID-19 Pandemic

### 針對2019冠狀病毒疫情的預防措施

Since the outbreak of COVID-19, we have taken necessary precautionary measures to safeguard our employees from the threat. We implemented flexible working schedules to allow employees to extend their leaves, and adopted flexible working hours and locations such as working from home. We also organised the global purchase of face masks and sanitising packages for employees who resumed duties, and assisted employees and their families who faced challenges in accessing medical treatment by arranging joint medical services to provide online video consultation services for colleagues. In addition, we leveraged the online sales platforms "CloudSales 365" and "My SmartBiz" to enable employees in securing alternative income amid the impact on store businesses, and more importantly, sending personalised messages to their family and friends during difficult times.

At our POS, we implemented sanitising measures for employees, taking readings of employees' body temperatures, and arranged employees to go for immediate medical treatment should their body temperature exceed 37.3°C. At our Wuhan Jewellery Park, we worked closely with the local government in taking stringent precautionary measures, for instance, suspending operations temporarily; taking daily readings of employees' body temperatures; attaching a protective layer covering lift buttons, which is sterilised regularly and changed daily; installing automatic hand sterilising machines; and monitoring the health of employees and their family members.

Regarding measures supporting business partners, we introduced the “Franchisee Support Policy”, and launched a funding of over HK\$1,090 million to alleviate the operating pressure of franchised stores and partners. Under the supporting fund, various measures were implemented such as waiving penalty for late settlement of purchases, extending extra credit period for half a year, and reduction of service fee for up to three quarters.

自 2019冠狀病毒爆發以來，我們已採取相應的必要預防措施，保護員工免受威脅。我們的靈活工作安排，允許員工延長休假，並採用彈性上班時間及地點，如在家工作等安排。我們亦為在復工的員工，提供全球採購的口罩和消毒包，並為面臨醫療困難的員工及其家屬，提供網上視像諮詢服務。此外，我們利用「雲商365」和「您智醒」線上銷售平台，讓員工能在店舖業務受影響的時候，開拓其他收入來源。更重要的是，讓他們適時向親友傳達祝福訊息。

我們於零售點為員工實施消毒措施，並為他們量體溫。若體溫超過37.3℃，我們會立刻安排送院就醫。在武漢文化產業園區，我們配合地區政府，採取了嚴格的預防措施，例如暫時停止營運、每天為員工量體溫、定期消毒並每天更換在電梯按鈕上保護膜、安裝自動消毒潔手裝置，以及監察員工及家屬的健康狀況。

至於支援合作夥伴的措施，我們推出了《加盟商專項扶持政策》，並設立了超過1,090百萬港元的扶持基金，以緩解加盟店和合作夥伴的經營壓力。在這扶持基金各種措施的支援下，我們提供補貼，以延期繳納貨款並免滯納金、順延信用額度半年，以及減免長達三季的服務費。



We set up an in-house face mask production line leveraging our high standard dust-free cleanroom technology at our production hub in Shunde with a production capacity of around 100,000 face masks per day. Face masks produced are for distribution to our employees and for donation to communities in need.

我們應用高標準無塵車間技術，於順德生產基地建立自家口罩生產線，每天產能約為100,000個。生產的口罩會分發給員工及捐贈予有需要的社區。

We launched a charity sale campaign in Mainland China to support medical professionals with all proceeds going to charity.

我們於中國內地發起慈善義賣活動，以支持醫療專業人員，所有善款將作慈善用途。

Bao Bao Family Cherry Collection  
 福星寶寶—櫻花公益款



We donated three ambulances to hospitals and clinics in Wuhan and over 1 million face masks to different regions in Mainland China to provide additional medical support.

我們向武漢的醫院和診所捐贈了三輛救護車，並向中國內地的多個地區捐贈逾一百萬個口罩，以提供額外醫療支援。



# Occupational Health and Safety ("OHS")

## 職業健康與安全(「職安健」)

We continued to create a safe working environment for our employees under the guidance of our Occupational Safety and Health Policy, and implemented a suite of safety initiatives including, but not limited to, the certification for OHSAS 18001: Occupational Health and Safety Management, various emergency handling procedures and contingency plans in our production hubs. Our Occupational Safety and Health Committee oversees the implementation of our OHS measures. To enhance our employees' safety awareness and achieve our goal of zero fatalities, we organised various OHS trainings in FY2020 such as Fire Safety Training, Safety Production Seminar of Yantian District and New Employee Induction Safety Training.

我們繼續在《職業安全健康政策》的指引下，為員工創造安全的工作環境，並於生產基地實施了一系列安全措施，包括但不限於OHSAS 18001：職業健康與安全管理認證、各種緊急處理程序和應變。集團的職業安全與健康委員會負責監督職安健措施的實施情況。為提高員工的安全意識並達成零死亡的目標，我們於2020財年舉辦了多個職安健培訓，如消防安全培訓、鹽田區安全生產研討會，以及新入職員工安全培訓。



### FY2020 財年

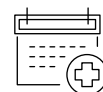
0



Number of work-related fatalities

工作相關的死亡人數

2,171



Number of lost days due to work injuries

因工傷而損失的日數

2.38



Injury rate per 1,000 employees

每1,000名員工的受傷率

# Community Engagement

## 社區參與

Under the guidance of our "Do Good" spirit, we continue to build long-term relationships with the communities in which we operate. In FY2020, we engaged the community through a variety of initiatives under different themes with different stakeholders. Major examples are highlighted as follows:

在「Do Good」精神的帶領下，我們繼續與經營所在的社區建立長期關係。在2020財年，我們為不同的持份者舉辦了主題各異的社區活動。主要活動如下：

### FY2020 財年

HK\$20.1 million  
 百萬港元



Total amount of donations  
 捐款總金額

6,800



Total number of volunteer participants  
 義工總人數

25,100



Total volunteer service hours  
 義工服務總時數



## Engaging with Business Partners 與商業夥伴合作

### Charity Sale at Supplier Conference 供應商大會慈善義賣

During our supplier conference in April 2019, a charity sale of unique jewellery items was held. A total of around RMB 500,000 was raised for our Group's Charity Fund and SEE Foundation.

在2019年4月的供應商大會上，我們舉行了獨特的珠寶慈善拍賣活動，為集團慈善基金和SEE基金會合共籌得約50萬元人民幣善款。



### Rainbow Promise 彩虹之約



We continued to commit to a Rainbow Promise, an education project to help children in a mountainous region of Mainland China. We collaborated with the Huiyou Group, our business partner, and travelled with the families of 10 Chow Tai Fook members to a primary school in Fuping County in Shaanxi Province, and donated hundreds of books to the schoolchildren.

我們續以「彩虹之約」這教育項目，幫助中國內地山區兒童。我們與業務夥伴惠友集團合作，連同十名周大福員工及家屬，一同前往陝西省富平縣的一所小學，並向學童捐贈數百本圖書。

## Greening 綠化行動

### Combating Desertification with SEE Foundation 與SEE基金會對抗荒漠化

We continued our efforts in combating desertification in Alxa, Inner Mongolia through our fourth participation in SEE Foundation's saxaul trees planting project for four days in April 2019. In addition to planting saxaul saplings, our volunteers helped to install sand screens to protect the saplings from sandstorms to increase their survival rate. We have planted more than 72,000 saxaul saplings with SEE Foundation since 2016.

我們於2019年4月，通過第四次參與SEE基金會為期四日的梭梭樹種植計劃，繼續竭力對抗內蒙古阿拉善地區的荒漠化。為增加梭梭樹的生存率，我們的義工除了種植幼苗，更協助安裝沙屏，以保護幼苗免受沙塵暴侵害。自2016年起，我們與SEE基金會合作，種植了超過72,000棵梭梭樹。



### Tree Plantings and Coastal Clean-ups 植樹和清潔海岸

To help with restoring the natural environment, we also organised various tree planting and coastal clean-up projects across different regions in Mainland China and Hong Kong, China in FY2020. Through hands-on experience, our volunteers have become more aware of the importance of natural conservation.

我們為協助復修自然環境，於2020財年在中國內地和中國香港不同地區，舉辦多個植樹和清潔海岸活動。我們的義工透過親身實踐，更能體會保護自然的重要性。





## Children 兒童

### Raising Awareness on Anti-kidnapping 提高反綁架意識

Our volunteers in southwestern China organised an anti-kidnapping awareness raising event in May 2019, in which children and their parents participated in a role-playing activity in promoting safety measures against the kidnapping of children.

我們在中國西南區的義工，於2019年5月舉辦了提高反綁架意識活動，當中包括通過親子角色扮演，推廣防止兒童綁架的安全措施。



### Celebrating Children's Day 慶祝兒童節

Our Tianjin volunteer team visited the Tianjin Children's Welfare Home on Children's Day on 1 June 2019, and purchased arts and crafts made by the children.

我們的天津義工團隊，於2019年6月1日兒童節當天探訪天津兒童福利院，並購買了兒童製作的手工藝品。



### Donating Books with the Italian Consulate 與意大利領事館捐贈圖書

We collaborated with the Italian Consulate in Chongqing in establishing a "Love Library" in April 2019, which collected books donated by the public. And in May 2019, we donated the books to primary schoolchildren living in the mountainous region.

2019年4月，我們與意大利駐重慶領事館合作，建立「愛心圖書館」並收集公眾捐贈的圖書。2019年5月，我們將圖書轉贈給山區的小學生。



## The Underprivileged 弱勢社群

### Do Good - Caring Action

【愛 • 關懷 • 行動】計劃

Since 2013, our volunteer team has been collaborating with various NGOs in supporting the underprivileged, disabled and elderly people in the community by providing caring services such as visits, cleaning and repairs. Our effort in this programme was recognised with an award for "Caring Company - Outstanding Partnership Project Award 2019/20".

為支援社區中的基層長者、傷病者及貧困家庭，集團義工隊自2013年，一直與多個社福機構合作，提供探訪、清潔和維修的關愛服務。我們為這計劃付出的努力備受認可，並榮獲2019/20年度「商界展關懷 — 傑出伙伴合作計劃獎」。



### Our Social Impact since Programme Launch in 2013 計劃自2013年開展以來對社會的影響



Number of underprivileged people benefitted from our cleaning and repair services  
 受惠於清潔和維修服務的受惠人數



Number of elderly people served with our visits  
 探訪的長者人數



Number of NGOs we collaborated with  
 合作社福機構數目

## Chow Tai Fook National Volunteer Day 周大福全國義工日



### National Volunteer Day – "Be a Guardian" 全國義工日 — 「守護」

In 2007, we established our volunteer team in Mainland China to foster employees' participation in community activities, and since 2011 have set the third Saturday of every September as our Group's National Volunteer Day to combine our voluntary efforts in all regions in Mainland China.



During the National Volunteer Day 2019, our volunteers across various regions in Mainland China assembled and committed to community services under the theme "Be a Guardian". A variety of activities were conducted such as visiting and donating to stray animal centres under the activity "Guarding Animals" in the northwestern region; promoting preservation of traditional cultural heritage under the activity "Guarding Traditional Arts" in the southwestern region; and blood donation under the "Guarding Life" in Shunde.

我們於2007年在中國內地成立義工隊，以促進員工參與社區活動。自2011年，我們把每年九月的第三個星期六，定為集團的全國義工日，把中國所有地區的義工活動連成一線。

我們藉著2019年的全國義工日，凝聚中國各地義工，並以「守護」為題，開展各項活動，例如西北地區舉辦「守護動物」活動，參觀並捐贈流浪動物中心；西南地區則舉辦「守護傳統藝術」活動，促進保護傳統文化遺產；順德則舉辦「守護生命」捐血活動。



# Appendix A: Sustainability Awards and Recognitions

## 附錄A：可持續發展獎項及嘉許

Governance 管治	
<p>9<sup>th</sup> Asian Excellence Award 2019</p> <ul style="list-style-type: none"> <li>- Best Investor Relations Company (Hong Kong)</li> <li>- Asia's Best CEO (Investor Relations) – Kent Wong</li> <li>- Asia's Best CFO (Investor Relations) – Hamilton Cheng</li> <li>- Best Investor Relations Professional – Danita On</li> </ul> <p>第九屆亞洲卓越大獎 2019</p> <ul style="list-style-type: none"> <li>— 最佳投資者關係企業(香港)</li> <li>— 亞洲最佳行政總裁(投資者關係) — 黃紹基</li> <li>— 亞洲最佳首席財務總監(投資者關係) — 鄭炳熙</li> <li>— 最佳投資者關係專員 — 安殷霖</li> </ul>	<p>Corporate Governance Asia</p> <p>亞洲企業管治</p>
<p>Listed Company Awards of Excellence 2019</p> <ul style="list-style-type: none"> <li>- Main Board (Large-Cap)</li> </ul> <p>上市公司卓越大獎 2019</p> <ul style="list-style-type: none"> <li>— 主版(大市值)</li> </ul>	<p>Hong Kong Economic Journal</p> <p>信報財經新聞</p>
<p>Listed Enterprises of the Year 2019</p> <ul style="list-style-type: none"> <li>- Listed Enterprises of the Year</li> <li>- Performance Award – Best Investor Relations</li> <li>- Performance Award – Best Corporate Social Responsibility</li> </ul> <p>年度上市企業 2019</p> <ul style="list-style-type: none"> <li>— 年度上市企業</li> <li>— 表現類獎項 — 最佳投資者關係獎</li> <li>— 表現類獎項 — 最佳企業社會責任獎</li> </ul>	<p>Bloomberg Businessweek/Chinese Edition</p> <p>彭博商業周刊/中文版</p>
<p>ARC Awards 2019</p> <ul style="list-style-type: none"> <li>- Silver Award (Interior Design: Jewellery)</li> </ul> <p>ARC大獎 2019</p> <ul style="list-style-type: none"> <li>— 銀獎(內頁設計：珠寶)</li> </ul>	<p>MerComm, Inc.</p>
<p>Galaxy Awards 2019</p> <ul style="list-style-type: none"> <li>- Bronze Award (Design – Annual Reports: Traditional – Asia/Pacific)</li> <li>- Honors Award (Design – Covers: Annual Reports – Foils)</li> </ul> <p>Galaxy大獎 2019</p> <ul style="list-style-type: none"> <li>— 銅獎(設計 — 亞太地區傳統年報)</li> <li>— 榮譽獎(設計 — 年報封面)</li> </ul>	<p>MerComm, Inc.</p>
<p>iNOVA Awards 2019</p> <ul style="list-style-type: none"> <li>- Bronze Award (Redesign/Relaunch: Stakeholder Communications)</li> </ul> <p>iNOVA大獎 2019</p> <ul style="list-style-type: none"> <li>— 銅獎(重新設計/重新推出：持份者溝通)</li> </ul>	<p>MerComm, Inc.</p>
<p>HKMA 2019 Best Annual Reports Awards</p> <ul style="list-style-type: none"> <li>- Bronze Award (General Category)</li> </ul> <p>香港管理專業協會2019年最佳年報比賽</p> <ul style="list-style-type: none"> <li>— 銅獎(工商企業類)</li> </ul>	<p>The Hong Kong Management Association</p> <p>香港管理專業協會</p>
<p>Hong Kong Sustainability Award 2018/19</p> <ul style="list-style-type: none"> <li>- Certificate of Excellence (Large-sized Organisations)</li> </ul> <p>香港可持續發展獎 2018/19</p> <ul style="list-style-type: none"> <li>— 卓越獎(大型機構)</li> </ul>	<p>The Hong Kong Management Association</p> <p>香港管理專業協會</p>
<p>14<sup>th</sup> Annual W<sup>3</sup> Awards</p> <ul style="list-style-type: none"> <li>- Silver Award (Website Features: Visual Appeal – Aesthetics)</li> <li>- Silver Award (Online Video: Documentary – Short Form)</li> </ul> <p>第十四屆W<sup>3</sup>年度大獎</p> <ul style="list-style-type: none"> <li>— 銀獎(網站功能：視覺美學)</li> <li>— 銀獎(線上影片：紀錄短片)</li> </ul>	<p>Academy of Interactive and Visual Arts</p>

## Governance 管治

<p>Hong Kong Environmental, Social and Governance Reporting Awards 2019</p> <ul style="list-style-type: none"> <li>- Commendation (Best ESG Report – Large Cap)</li> <li>- Commendation (Excellence in Environmental Disclosure)</li> </ul> <p>香港環境、社會及管治報告大獎 2019</p> <ul style="list-style-type: none"> <li>— 嘉許獎(最佳ESG報告獎—大市值)</li> <li>— 嘉許獎(卓越環境披露獎)</li> </ul>	HERA
<p>K - Design Award 2019</p> <ul style="list-style-type: none"> <li>- Winner for the Sustainability Report 2019</li> </ul> <p>K—設計大獎 2019</p> <ul style="list-style-type: none"> <li>—《可持續發展報告2019》獲獎者</li> </ul>	DESIGNSORI CO.,LTD
<p>2019 All-Asia Executive Team</p> <ul style="list-style-type: none"> <li>- Developed Markets – Small &amp; Midcap: Best Corporate Governance – 3<sup>rd</sup> place</li> <li>- Developed Markets – Small &amp; Midcap: Best ESG/SRI Metrics – 3<sup>rd</sup> place</li> </ul> <p>2019 年度 All - Asia Executive Team (不包括日本) 排行榜</p> <ul style="list-style-type: none"> <li>— 已發展市場(中小型市值) — 最佳企業管治 — 香港區第三名</li> <li>— 已發展市場(中小型市值) — 最佳環境、社會及管治/社會責任投資績效指標 — 香港區第三名</li> </ul>	Institutional Investor

## Social 社會

<p>Gold Award for Volunteer Service (Organisation)</p> <p>金狀 — 義務工作嘉許狀(團體)</p>	<p>Social Welfare Department</p> <p>社會福利署</p>
<p>Hong Kong Quality Assurance Agency – CSR Index Plus</p> <p>香港品質保證局 — 社會責任進階指數</p>	<p>Hong Kong Quality Assurance Agency</p> <p>香港品質保證局</p>
<p>10<sup>th</sup> Hong Kong Outstanding Corporate Citizenship Award</p> <ul style="list-style-type: none"> <li>- Merit Award (Enterprise Category)</li> </ul> <p>第十屆香港傑出企業公民獎</p> <ul style="list-style-type: none"> <li>— 優異獎(企業組別)</li> </ul>	<p>Hong Kong Productivity Council</p> <p>香港生產力促進局</p>
<p>Caring Company</p> <ul style="list-style-type: none"> <li>- Chow Tai Fook Jewellery Company Limited – 10 Years+</li> <li>- Chow Tai Fook Jewellery Group Limited – 5 Years+</li> </ul> <p>商界展關懷</p> <ul style="list-style-type: none"> <li>— 周大福珠寶金行有限公司(連續10年或以上)</li> <li>— 周大福珠寶集團有限公司(連續5年或以上)</li> </ul>	<p>The Hong Kong Council of Social Service</p> <p>香港社會服務聯會</p>

## Environment 環境

<p>Hong Kong Green Awards 2019</p> <ul style="list-style-type: none"> <li>- Corporate Green Governance Award – Grand Award</li> <li>- Green Management Award – Corporate (Large Corporation) – Silver</li> <li>- Green Purchasing Award (Large Corporation) – Bronze</li> <li>- Environmental, Health and Safety Award (Large Corporation) – Bronze</li> </ul> <p>香港綠色企業大獎 2019</p> <ul style="list-style-type: none"> <li>— 企業綠色管治獎 — 大獎</li> <li>— 優越環保管理獎 — 企業(大型企業) — 銀獎</li> <li>— 明智環保採購獎(大型企業) — 銅獎</li> <li>— 超卓環保安全健康獎(大型企業) — 銅獎</li> </ul>	<p>Green Council</p> <p>環保促進會</p>
<p>Low Carbon Manufacturing Programme</p> <ul style="list-style-type: none"> <li>- Gold Label</li> </ul> <p>低碳製造計劃</p> <ul style="list-style-type: none"> <li>— 黃金標籤</li> </ul>	<p>WWF Hong Kong</p> <p>世界自然(香港)基金會</p>

# Appendix B: HKEx ESG Guide Content Index

## 附錄B：香港聯交所《ESG指引》內容索引

Subject Areas, Aspects, General Disclosures and KPIs 主要範疇、層面、一般披露及關鍵績效指標		Section 章節	Page Number 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: (a) the policies; and (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 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)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	Resource Efficiency and Carbon Reduction 資源效益及減碳	31, 34-39
KPI A1.1	The types of emissions and respective emissions data 排放物種類及相關排放數據	Resource Efficiency and Carbon Reduction 資源效益及減碳	31
KPI A1.2	Greenhouse gas emissions in total and intensity 溫室氣體總排放量及密度	Resource Efficiency and Carbon Reduction 資源效益及減碳	36-37
KPI A1.3	Total hazardous waste produced and intensity 所產生有害廢棄物總量及密度	Resource Efficiency and Carbon Reduction 資源效益及減碳	34
KPI A1.4	Total non-hazardous waste produced and intensity 所產生無害廢棄物總量及密度	Resource Efficiency and Carbon Reduction 資源效益及減碳	34
KPI A1.5	Measures to mitigate emissions and results achieved 減低排放量的措施及所得成果	Resource Efficiency and Carbon Reduction 資源效益及減碳	31, 35-38
KPI A1.6	How hazardous and non-hazardous wastes are handled, reduction initiatives and results achieved 處理有害及無害廢棄物的方法、減低產生量的措施及所得成果	Resource Efficiency and Carbon Reduction 資源效益及減碳	34, 39-40
<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	Resource Efficiency and Carbon Reduction 資源效益及減碳	31-40
KPI A2.1	Direct and/or indirect energy consumption by type in total and intensity 按類型劃分的直接及/或間接能源總耗量及密度	Resource Efficiency and Carbon Reduction 資源效益及減碳	37
KPI A2.2	Water consumption in total and intensity 總耗水量及密度	Resource Efficiency and Carbon Reduction 資源效益及減碳	33
KPI A2.3	Energy use efficiency initiatives and results achieved 能源使用效益計劃及所得成果	Resource Efficiency and Carbon Reduction 資源效益及減碳	36-38
KPI A2.4	Whether there is any issue in sourcing water that is fit for purpose, water efficiency initiatives and results achieved 求取適用水源上可有任何問題，以及提升用水效益計劃及所得成果	Resource Efficiency and Carbon Reduction 資源效益及減碳	32-33
KPI A2.5	Total packaging material used for finished products 製成品所用包裝材料的總量	Resource Efficiency and Carbon Reduction 資源效益及減碳	39

Subject Areas, Aspects, General Disclosures and KPIs 主要範疇、層面、一般披露及關鍵績效指標	Section 章節	Page Number 頁數
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### Aspect A3: The Environment and Natural Resources 層面A3：環境及天然資源

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	Resource Efficiency and Carbon Reduction 資源效益及減碳	31-40
KPI A3.1	The significant impacts of activities on the environment and natural resources and the actions taken to manage them 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		

### B. Social Employment and Labour Practices 僱傭及勞工常規

#### Aspect B1: Employment 層面B1：僱傭

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, anti-discrimination 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	People Focused 以人為本	42
KPI 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僱員總數	People Focused 以人為本	42
KPI 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	Employee turnover rate 僱員流失比率 By gender 按性別劃分 Female 女：23% Male 男：27% By age group 按年齡組別劃分 < 30：41% 30-50：15% > 50：19% By geographical region 按地區劃分 Hong Kong and Macau 香港及澳門：11% Mainland China 中國內地：25% By function 按功能劃分 Production 生產：24% POS 零售點：24% Office 辦公室：23%	42

#### Aspect B2: Health and Safety 層面B2：健康與安全

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障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	People Focused 以人為本 Occupational Health and Safety ("OHS") 職業健康與安全(「職安健」)	49
KPI B2.1	Number and rate of work-related fatalities 因工作關係而死亡的人數及比率		
KPI B2.2	Lost days due to work injury 因工傷損失工作日數		
KPI B2.3	Occupational health and safety measures adopted, how they are implemented and monitored 職業健康及安全措施，以及相關執行及監察方法		



Subject Areas, Aspects, General Disclosures and KPIs 主要範疇、層面、一般披露及關鍵績效指標	Section 章節	Page Number 頁數
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### Aspect B3: Development and Training 層面B3：發展及培訓

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	People Focused 以人為本  Employee Empowerment 員工賦能	44-46
KPI 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	People Focused 以人為本	46

### Aspect B4: Labour Standards 層面B4：勞工準則

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 or forced labour 有關防止童工或強制勞工的：(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	People Focused 以人為本  Fair Employment Practices 公平的僱傭準則	42
KPI B4.1	Measures to review employment practices to avoid child and forced labour 檢討招聘慣例的措施以避免童工及強制勞工		
KPI B4.2	Steps taken to eliminate such practices when discovered 發現違規情況時消除有關情況所採取的步驟		

### Operating Practices 營運慣例

### Aspect B5: Supply Chain Management 層面B5：供應鏈管理

General disclosure 一般披露	Policies on managing environmental and social risks of supply chain 管理供應鏈的環境及社會風險政策	Responsible Sourcing 責任採購	21-24
KPI B5.1	Number of suppliers by geographical region 按地區劃分的供應商數目		
KPI B5.2	Practices relating to engaging suppliers, number of suppliers where the practices are being implemented, how they are implemented and monitored 有關聘用供應商的慣例，向其執行有關慣例的供應商數目，以及有關慣例的監察方法		

### Aspect B6: Product Responsibility 層面B6：產品責任

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	Corporate Governance 企業管治	18-19
KPI 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	During the financial year, there were no complaints related to product health and safety, and privacy. 本財政年度內，集團並沒有接獲有關產品健康與安全，以及私隱的投訴。	59

Subject Areas, Aspects, General Disclosures and KPIs 主要範疇、層面、一般披露及關鍵績效指標		Section 章節	Page Number 頁數
KPI B6.3	Practices relating to observing and protecting intellectual property rights 維護及保障知識產權有關的慣例	Corporate Governance 企業管治  We safeguard our intellectual property ("IP") rights and, by regularly reviewing and updating the Policies for IP Registration and Approval Procedures, to ensure that our brands, designs and technology are properly registered. 我們捍衛知識產權，並通過定期檢視及更新《知識產權註冊與審批程序政策》，確保我們的品牌、設計和技術得以正式註冊。	18
KPI B6.4	Quality assurance process and recall procedures 質量檢定過程及產品回收程序	Corporate Governance 企業管治	19
KPI B6.5	Consumer data protection and privacy policies, how they are implemented and monitored 消費者資料保障及私隱政策，以及相關執行及監察方法	Corporate Governance 企業管治	18

### Aspect B7: Anti-corruption 層面B7：反貪污

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 有關防止賄賂、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	Corporate Governance 企業管治  During the financial year, there were no legal cases regarding corrupt practices that were brought against the Group, nor our employees.	18
KPI 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	本財政年度內，本集團及旗下員工並無涉及任何貪污行為的法律訴訟。	
KPI B7.2	Preventive measures and whistle-blowing procedures, how they are implemented and monitored 防範措施及舉報程序，以及相關執行及監察方法		

### Community 社會

#### Aspect B8: Community Investment 層面B8：社區投資

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	Community Engagement 社區參與	49-52
KPI B8.1	Focus areas of contribution 專注貢獻範疇		
KPI B8.2	Resources contributed to the focus area 在專注範疇所動用的資源		

# Appendix C: Ongoing Stakeholder Engagement Activities

## 附錄C：恒常舉辦的持份者參與活動

Stakeholders 持份者	Key engagement channels 主要參與渠道	Key areas of interest/concern 主要利益/關注範疇
Customers 顧客	<ul style="list-style-type: none"> <li>CTF Club newsletter and membership activities 周大福會員通訊及活動</li> <li>Social media 社交媒體</li> <li>Customer hotlines and enquiry mailbox 顧客熱線及查詢郵箱</li> <li>Group website 集團網站</li> </ul>	<ul style="list-style-type: none"> <li>Quality control on products 產品品質監控</li> <li>Quality customer service 優質的顧客服務</li> <li>Customer privacy 顧客私隱</li> <li>Ethically responsible sourcing 道德責任採購</li> </ul>
Employees 員工	<ul style="list-style-type: none"> <li>Sustainability focus group and surveys 可持續發展焦點小組及問卷調查</li> <li>Staff satisfaction survey 員工滿意度調查</li> <li>Staff grievance mailbox 員工申訴郵箱</li> <li>“Listen to Your Hearts” engagement programme 聆聽心聲計劃</li> </ul>	<ul style="list-style-type: none"> <li>Employee remuneration, benefits and wellbeing 員工薪酬、福利及身心健康</li> <li>Training and career development 培訓及職業發展</li> <li>Ethical business practices 營商操守</li> <li>Craftsmanship preservation and innovation 工藝傳承及創新</li> <li>Occupational health and safety 職業健康與安全</li> </ul>
Business partners 業務夥伴	<ul style="list-style-type: none"> <li>Sustainability interviews and surveys 可持續發展訪談及問卷調查</li> <li>“Listen to Your Hearts” engagement programme 聆聽心聲計劃</li> <li>Business meetings 業務會議</li> <li>Group website 集團網站</li> </ul>	<ul style="list-style-type: none"> <li>Ethical business practices 營商操守</li> <li>Quality control on products 產品品質控制</li> <li>Data protection 數據安全保障</li> </ul>
Industry associations 商會	<ul style="list-style-type: none"> <li>Sustainability interviews and surveys 可持續發展訪談及問卷調查</li> <li>Industry association activities and conferences 商會活動及研討會</li> <li>Group website 集團網站</li> </ul>	<ul style="list-style-type: none"> <li>Corporate values and ethical business practices 企業價值及營商操守</li> <li>Customer care 顧客服務</li> <li>Resource efficiency and carbon reduction 資源效益及減碳</li> </ul>
Investors 投資者	<ul style="list-style-type: none"> <li>Sustainability interviews and surveys 可持續發展訪談及問卷調查</li> <li>Investor meetings, luncheons and visits 投資者會談、午餐會及考察</li> <li>Non-deal roadshows 非交易路演</li> <li>Group website 集團網站</li> <li>Company announcements and circulars 公司公告及通函</li> <li>Investor Relations e-mailbox 投資者關係電子郵箱</li> </ul>	<ul style="list-style-type: none"> <li>Business development, strategies and prospects 業務發展、策略及前景</li> <li>Branding and reputation 品牌及聲譽</li> <li>Corporate governance 企業管治</li> <li>Ethical business practices 營商操守</li> <li>Talent attraction and retention 吸引及留住人才</li> <li>Resource efficiency 資源效益</li> </ul>
Media 傳媒	<ul style="list-style-type: none"> <li>Media interviews and visits 傳媒訪問及考察</li> <li>Press conferences/live video webcast 新聞發佈會/即時網上簡報會</li> <li>Company announcements and circulars 公司公告及通函</li> <li>Press releases 新聞稿</li> <li>Group website 集團網站</li> <li>Media e-mailbox 傳媒電子郵箱</li> </ul>	<ul style="list-style-type: none"> <li>Business development, strategies and prospects 業務發展、策略及前景</li> <li>Corporate governance 企業管治</li> <li>Community care 社區關懷</li> </ul>
NGOs 非政府組織	<ul style="list-style-type: none"> <li>Sustainability interviews and surveys 可持續發展訪談及問卷調查</li> <li>Community and NGO activities 社區和非政府組織活動</li> </ul>	<ul style="list-style-type: none"> <li>Corporate values and ethical business practices 企業價值及營商操守</li> <li>Employee wellbeing and diversity 員工身心健康及多元共融</li> <li>Resource efficiency and carbon reduction 資源效益及減碳</li> <li>Community care 社區關懷</li> </ul>





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