

CHOW TAI FOOK JEWELLERY GROUP

周大福珠寶集團

Stock Code 股份代號 : 1929



Sustainability Report 2021

可持續發展報告 2021



Contents

目錄

About the Report Cover

關於本報告封面設計

A glittering, highly coveted natural diamond is the culmination of the craftsmen's unwavering dedication, extensive knowledge of the trade, impeccable precision and exquisite craftsmanship. As an industry leader, Chow Tai Fook strives to forge ahead on the road to sustainable development as we focus on the four priority areas of our Sustainability Strategy and pursue excellence in innovation. In this sense, our work to achieve sustainability is no different from transforming a raw stone into a sparkling and timeless diamond.

要讓天然鑽石閃爍耀眼，講求專心致志的工匠對鑽石的深入了解、完美精確的車工和非凡的工藝技巧。作為行業的引領者，周大福致力推進於可持續發展策略中四大重點範圍的工作，在創新方面追求卓越，使可持續發展歷程仿如經過打磨的原石，成為閃耀璀璨、永恆的鑽石。



3	About this Report 關於本報告
4	Chairman's Message 主席的話
7	About Chow Tai Fook Jewellery Group 關於周大福珠寶集團
9	Our Centennial Commitment and FY2021 Highlights 我們的百周年承諾及2021財年概要
10	Sustainability at Chow Tai Fook 周大福的可持續發展
	Four Priority Areas: 四大重點範圍：
25	Responsible Sourcing 責任採購
29	Craftsmanship, Innovation & Technology 傳承創新
33	Resource Efficiency & Carbon Reduction 資源效益及減碳
41	People Focused 以人為本
51	Appendix A: Sustainability Awards and Recognitions 附錄A：可持續發展獎項及嘉許
54	Appendix B: HKEX ESG Guide Content Index 附錄B：香港聯交所《ESG指引》內容索引
59	Appendix C: Ongoing Stakeholder Engagement Activities 附錄C：恒常舉辦的持份者參與活動
60	Appendix D: Sustainability Key Performance Indicators ("KPI") 附錄D：可持續發展關鍵績效指標
64	Appendix E: Verification Statement 附錄E：核實聲明



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 sixth Sustainability Report (the “Report”). This Report covers the financial year from 1 April 2020 to 31 March 2021 (“FY2021”). We define the reporting scope¹ as our Group’s core and material business units in Mainland China, Hong Kong and Macau, including offices from different operating regions, four production hubs and 4,552 points of sale (“POS”).

In this Report, we have included FY2021 plans, actions and achievements, which continued to demonstrate our Group’s sustainability commitment and performance under our 10-year Sustainability Strategy. We also present our efforts in supporting the wellbeing of our partners and collaborating with them in staying ahead of future challenges.

This Report also reveals our adherence to the updated 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”). 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 set out in the ESG Guide. We also align our disclosures as recommended by the Task Force on Climate-related Financial Disclosures (“TCFD”) to help stakeholders understand how we address climate change-related risks.

The environmental data of this Report has been independently verified by the Hong Kong Productivity Council (“HKPC”) as being in accordance with the HKEX ESG Guide. Refer to Appendix E for the verification statement.

We recommend reading this Report in conjunction with the **Annual Report 2021** of the Group for our business highlights, financial performance, strategic report 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 website of the HKEX. This Report will only be disseminated via electronic means.

We value feedback from our stakeholders as it is important for us to ensure continuous improvement of our reporting quality and to enable us to address stakeholders’ concerns. Views and comments are welcome and can be shared via email at 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」)發佈第六份可持續發展報告(「本報告」)。本報告期為2020年4月1日至2021年3月31日(「2021財政年度」，財政年度簡稱為「財年」)，其涵蓋範圍¹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4,552個零售點。

我們於本報告闡釋2021財年的項目、行動和成果，以展示集團在十年可持續發展策略下可持續發展承諾和表現。我們亦致力為合作夥伴謀求福祉，並與他們合作，應對未來的挑戰。

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」)上市規則最新修訂的附錄27《環境、社會及管治報告指引》(《ESG指引》)。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」條文的規定編寫報告。我們亦按照氣候相關財務資訊披露工作組(「TCFD」)的建議調整披露內容，協助持份者了解我們如何應對與氣候變化相關的風險。

本報告的環境數據已由香港生產力促進局(「生產力局」)獨立核實，符合香港聯交所《ESG指引》的規定。詳情請參閱附錄E中的「核實聲明」。

閱讀本報告時，建議與本集團的2021年報一併閱讀，以了解我們的業務重點、財務表現、策略報告和企業管治。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，以確保報告質量得以持續改善，並能回應持份者所關注的事宜。歡迎閣下將您對本報告的想法及意見電郵至ir@chowtaifook.com。



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



Annual Report 2021
2021年報

1 The Report does not include the information of offices and 39 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、台灣(中國)、泰國、美國和越南等其他市場的辦公室和其39個零售點的資訊。

CHAIRMAN'S MESSAGE

主席的話

Dear Stakeholders,

Year 2020 was full of challenges brought about by the global economic downturn, escalating environmental issues, and increasing demand for social responsibility in the supply chain. As a visionary jewellery leader with over 90 years of solid foundation, Chow Tai Fook Jewellery Group remains resilient thanks primarily to our persistent innovative spirit and unbroken commitment to all our stakeholders. Leveraging our unmatched industry know-how, agile business model and the wholehearted support from our fellow colleagues, we provide leadership in innovation to help the industry stay on top of the evolving market landscape and deliver exemplary service even in times of uncertainty. With our core values of "Sincerity • Eternity" in mind, we will continue to invest in the future and implement our 10-year Sustainability Strategy, making strides towards our 2029 centennial goals.

Staying Focused

The COVID-19 pandemic has made powerful impacts on life, work, consumer behaviour, technology advances and cybersecurity. It prompted us to rethink the way we conduct our business. Nonetheless, we shall continue to invest in our intellectual capital, products and technology. We shall empower our people and strive to stay ahead of the global megatrends. Our enthusiasm for excellence and commitment to the future have always been the driving forces behind many of our amazing business innovations. Going from strength to strength, we shall stay focused and agile when it comes to growing our business and promoting sustainability.

As part of turning our commitments into actions, we reached out to stakeholders and listened to their expectations and actual needs. In doing so, we ensured that our strategies and projects could stay on track. In FY2021, we have stepped up our stakeholder engagement efforts and also refined our ongoing materiality assessment process to tackle ongoing issues and ensure that our stakeholders' views and concerns are addressed.



FY2021 Achievements and Highlights of the 10-Year Strategy

As we have launched and implemented the 10-year strategy since FY2020, our Sustainability Champions have made new achievements and identified new opportunities in the four priority areas, allowing us to lead the industry to unlock the potential of the emerging megatrends.

We insist on upholding strict ethical standards in the supply chain through our Responsible Sourcing initiatives. We have been fostering the development of the Best Practice Principles for suppliers and offering support to franchisees during the pandemic. On the Craftsmanship, Innovation & Technology front, we made further progress in establishing the Collections and Exhibits Assessment Committee to facilitate our work on heritage conservation. We also endeavoured to promote the heritage of craftsmanship through nurturing young artisans.

We keep on strengthening our Resource Efficiency & Carbon Reduction initiatives at our production hubs. To this end, we improved energy efficiency through automation and flexible production. Moreover, carbon footprint reduction was promoted throughout the workplace. Our commitment to people was epitomised by the development of the Global Competencies framework, which was designed to expand our employees' perspectives, build their competencies, and strengthen their key skills. We also doubled down on our community investment efforts through dedicated initiatives to cater to the community's needs during the outbreak of COVID-19.

Navigating with Stakeholders towards a Sustainable Future

Year 2020 was a reminder of the constant changes our industry is facing. As an industry leader, we strive to leverage on our heritage while taking advantage of the opportunity to address future challenges through digital transformation. We will continue to collaborate with our partners and peers to make sustainable differences in the industry and promote sustainability to benefit our planet and community. By putting the wellbeing of our stakeholders at the heart of our business, we maintain our industry leadership by creating more sustainable products and services with dedication and innovation. As a global corporate citizen, we also seek to contribute to global initiatives such as the United Nations Sustainable Development Goals ("SDGs"), so that our goals and projects are well aligned.

Last but not least, I would like to express my sincere gratitude to all our stakeholders, including our dedicated employees, who have worked hand in hand with us throughout our sustainability journey. We will continue to join hands with them as we navigate towards our sustainable future and bring blissfulness to our communities.

各位持份者：

2020年是充滿挑戰的一年，全球經濟下行、環境議題持續升溫，供應鏈中的社會責任日益受關注。作為高瞻遠矚的珠寶行業領導者，擁有90多年穩固基礎，周大福珠寶集團之所以能處處展現強大韌性，全賴我們堅持創新的精神，以及為持份者堅定不移地履行承諾的決心。我們憑藉豐富的行業專業知識、靈活的業務模式及所有員工的全力支持，即使在充滿不確定性的時期，我們仍能在創新領域方面發揮領導作用，助行業在瞬息萬變的市場環境中乘風破浪，並提供卓越的服務。我們本著「真誠·永恒」的核心價值，繼續致力落實為期十年的可持續發展策略，朝著2029年百周年的目標邁進。

專心致志

2019冠狀病毒病疫情嚴重影響了我們的生活、工作、消費者行為、科技發展及網絡安全，促使我們反思集團的營運模式。儘管如此，我們會繼續投資於智力資本、產品與技術，同時為員工賦能，力求在全球大趨勢下保持優勢。我們追求卓越的熱忱及對未來的承諾，正是驅動我們在業務創新上屢創新猷的原動力。我們會繼續往開來，專注和靈活地推動業務增長及可持續發展。

我們為了能夠把承諾付諸行動，主動聯繫不同的持份者，了解他們的期望和實際需要，確保我們的策略和各項目都朝著正確的發展方向。在2021財年，我們加強與持份者的溝通，完善持續進行的重要性評估流程，務求處理當前正在發生的議題，確保我們能充份回應持份者的觀點和關注事宜。

2021財年的成果與十年策略的重點

自2020財年開始推行十年策略以來，我們的可持續發展先鋒在四大重點範圍分別取得新成果、尋找出新機遇，使我們能引領行業釋放新興大趨勢的潛力。

我們透過執行責任採購工作，堅持在供應鏈上遵循嚴格的道德標準。我們一直致力促進供應商最佳責任標準的發展，並在疫情期間為加盟商提供支援。在傳承創新方面，我們為建立藏品及展品評審委員會取得進展，藉此促進文物保育。我們亦悉心培育年輕工匠，竭力推動工藝傳承。

我們繼續深化資源效益及減碳方面的工作，不僅在生產基地透過自動化和靈活生產來改善能源效益，更在工作場所鼓勵減低碳足跡。為履行以人為本的承諾，我們推行環球能力框架，協助員工拓闊視野和提升能力，加強他們的關鍵技能。我們同時投放更多資源支援社區，並推出相應活動，務求在2019冠狀病毒病疫情期間，滿足社區的需求。

與持份者攜手邁向可持續的未來

2020年正好提醒我們，行業正面對著變幻莫測的環境。我們作為行業領導者，應該善用我們多年來累積的優勢，同時借助數碼轉型掌握先機，應對未來挑戰。我們將繼續與合作夥伴和同業合作，推動行業進行一場可持續的改革，並為地球和社區的利益追求可持續發展。只有以持份者的福祉為業務的核心使命；以真誠和創新的精神打造更多可持續的產品和服務，我們方能保持行業領導地位。我們作為全球企業公民，亦致力為聯合國可持續發展目標等全球倡議作出貢獻，把我們的目標和項目與這些目標達成一致。

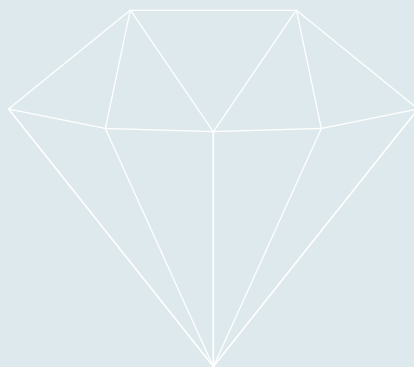
最後，我要感謝所有與我們在可持續發展旅程中攜手合作的員工和持份者。我們將繼續手牽手邁向可持續發展的未來，使幸福在我們的社區無處不現。

Dr Cheng Kar-Shun, Henry 鄭家純博士

Chairman 主席

Hong Kong, 8 June 2021

香港，2021年6月8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 "CHOWTAI 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, and has been embodied in its rich 90-year heritage. Underpinning this success are our long-held core values of "Sincerity • Eternity".

The Group's differentiation strategy continues to make inroads into diverse customer segments by catering to a bespoke experience for different lifestyles and personalities, as well as customers' different life stages. Offering a wide variety of products, services and channels, the Group's brand portfolio comprises the CHOW TAI FOOK flagship brand with curated retail experiences, and other individual brands including HEARTS ON FIRE, ENZO, SOINLOVE and MONOLOGUE.

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 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, 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多年的悠久歷史, 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」。

周大福憑藉差異化策略在不同顧客群的市場穩步發展, 並提供貼身的消費體驗。透過提供多元化的產品、服務和銷售渠道, 滿足其不同人生階段的需要。集團的差異化品牌策略以周大福旗艦品牌為核心, 並相繼推出針對性的零售體驗, 以及HEARTS ON FIRE、ENZO、SOINLOVE與MONOLOGUE等其他個性品牌, 每個品牌都承載著不同顧客群的生活態度和個性。

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。

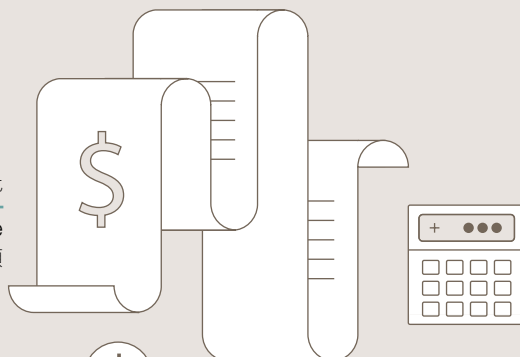


FY2021 Financial Performance

2021 財政年度摘要

HK\$ 70,164 million
百萬港元

Revenue
營業額



HK\$ 8,630 million
百萬港元

Core operating profit
主要經營溢利

HK\$ 0.60 港元

Earnings per share
每股盈利

HK\$ 0.40 港元

Dividend per share for the year¹
每股全年股息¹

For the year ended 31 March 2021

截至2021年3月31日止年度

FY2021 Sustainability Recognitions and Ratings

2021 財年可持續發展嘉許和評級



Hang Seng Corporate
Sustainability Index
Series Member 2020-2021



B- rating
評級

CDP Climate Change
Questionnaire 2020

CDP氣候變化問卷調查2020



iNOVA Awards 2020

- Grand Award (Best of Sustainability Report)
- Gold Award (Online Annual Reports: Sustainability Report)

iNOVA大獎 2020

- 榮譽大獎(最佳可持續發展報告)
- 金獎(網上年報:可持續發展報告)

Hang Seng Corporate Sustainability
Index Series

- Hang Seng Corporate Sustainability Benchmark Index
- Hang Seng ESG 50 Index

恒生可持續發展企業指數系列

- 恒生可持續發展企業基準指數
- 恒生ESG50指數

¹ Included the proposed final dividend of HK\$0.24 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0.24港元，須待股東在本公司應屆股東週年大會上批准

我們的百周年承諾與2021財年摘要

Our Centennial Commitment and FY2021 Highlights

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 ("BPP") by all key long-term 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。

FY2021 Progress and Highlights 2021 財年進展和摘要



BPP developed by Responsible Sourcing Champions and key departments collaboratively and to be launched in FY2022
由責任採購先鋒和主要部門共同編制
周大福最佳責任標準，將在2022財年推出



Conducted third party social and environmental assessment with key suppliers
與主要供應商展開第三方社會和環境評核

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。

FY2021 Progress and Highlights 2021 財年進展和摘要

Established
成立

Collections and Exhibits Assessment Committee to develop a treasures assessment mechanism
藏品及展品評審委員會以建立珍藏評估機制

3,000,000+

Cumulative participants in our mass engagement initiatives and in-depth experiential programmes
大型參與活動和深度體驗計劃累計參與人數

Cherishing Heritage and Crafting Our Future Together 傳承過去 · 共創未來



For further details of our progress, please refer to the respective sections in this Report.

有關我們進度的詳情，請參閱本報告的各個章節。

Launched in FY2020, "Our Centennial Commitment," a 10-year Sustainability Strategy, sets the way forward for Chow Tai Fook to embrace sustainable development in pursuit of our core values – "Sincerity · Eternity" through the four priority areas. We also support five United Nations SDGs through working on our priority areas.

「我們的百周年承諾」乃為期十年的可持續發展策略，於2020財年啟動，它指引著周大福通過落實四大重點範圍來追求「真誠·永恒」的核心價值。我們亦透過四大重點範圍的各項工作，以支持五個聯合國可持續發展目標。

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

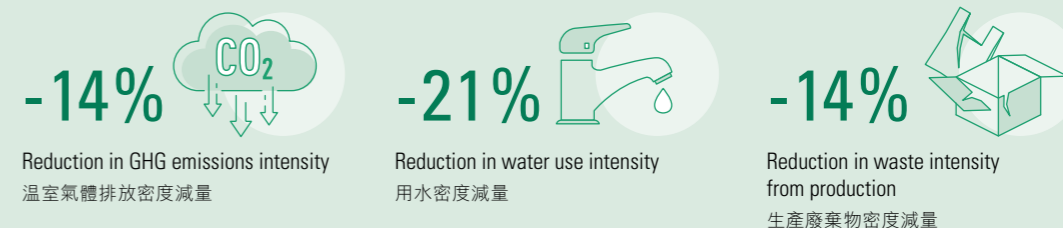
2029 Goal 目標

To achieve a reduction of at least 15% in our ecological footprint, namely greenhouse gas ("GHG") intensity and water consumption intensity of the Group, and waste generation intensity at our production hubs by 2029 (FY2019 as the base year).

以2019財年為基準年，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%。

FY2021 Progress and Highlights 2021 財年進展和摘要

Compared with FY2019
與2019財年相比



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

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%。

FY2021 Progress and Highlights 2021 財年進展和摘要





SUSTAINABILITY AT CHOW TAI FOOK 周大福的可持續發展



Sustainability is rooted in our core values of “Sincerity · Eternity” and embedded at the heart of our corporate culture and business operation. It provides guidance for us in managing the creation and delivery of our products and services, bringing blissfulness and happiness to customers while contributing to our communities.

可持續發展植根於我們的企業文化及業務中，並蘊藏在「真誠·永恒」的核心價值之中，引領我們以產品和服務為顧客帶來「幸福·無處不現」的體驗，繼而貢獻社會。



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



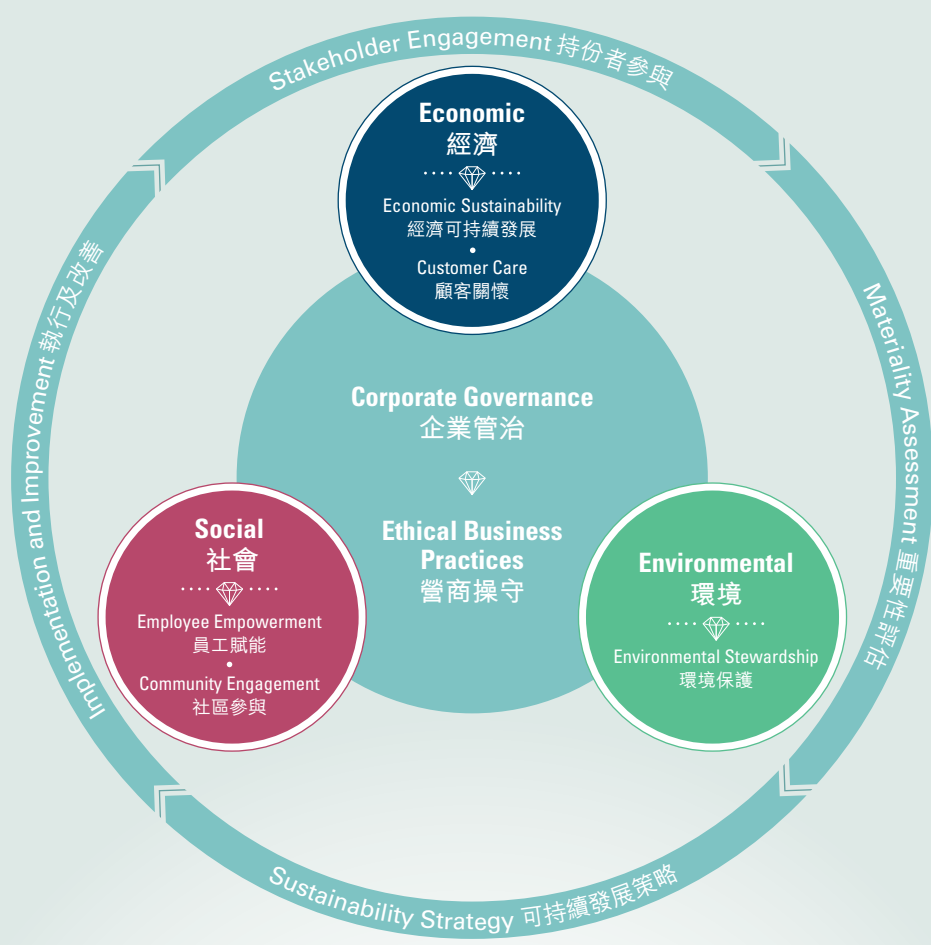
In FY2021, we continued to demonstrate our strong commitment to sustainability through our 10-year Sustainability Strategy and efforts devoted by our Sustainability Committee, Champions and employees. We also stayed ahead of future challenges by identifying various global megatrends, such as the rise of generation Z and new normal for workplaces, which will impact our business. We will embrace these megatrends with determined efforts to innovate in our business and devise relevant initiatives.

我們的可持續發展委員會、先鋒和員工於2021財年竭力不懈，繼續推展十年可持續發展策略，以展示我們對可持續發展的堅定承諾。我們亦透過識別多個全球大趨勢來應對未來的挑戰，例如會為業務帶來影響的Z世代崛起和職場新常態。為此，我們將堅定不移地繼續在業務創新方面積極努力，並制定相關計劃以順應這些大趨勢。



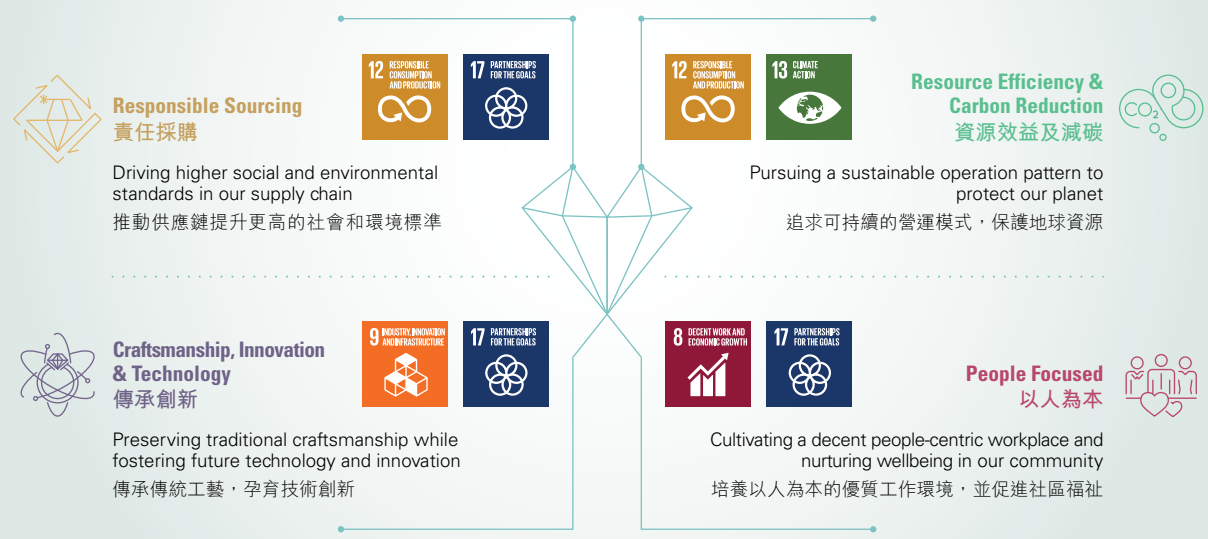
Our Sustainability Approach

可持續發展方針



Our Centennial Commitment 我們的百周年承諾

Four Priority Areas 四大重點範圍



Chairman's Message
主席的話

About Chow Tai Fook Jewellery Group
關於周大福珠寶集團

Our Centennial Commitment
我們的百周年承諾

Sustainability at Chow Tai Fook
周大福的可持續發展

Responsible Sourcing
責任採購

Craftsmanship, Innovation & Technology
傳承創新

Resource Efficiency & Carbon Reduction
資源效益及減碳

People Focused
以人為本

Stakeholder Engagement

••• 持份者參與 •••

We see stakeholder engagement as a continuous and evolving process and a way to stay ahead of the megatrends and combat challenges. We maintained our regular engagement with our diverse stakeholder groups to gain insights into their expectations and concerns, including the CTF Club newsletter, member activities, employee surveys as well as interviews and surveys with business partners. For details of our ongoing engagement activities, please refer to **Appendix C**.

In FY2021, we further enhanced our stakeholder engagement in addition to the refined materiality assessment.

我們認為，持份者參與是一個持續不斷的發展過程，也是在大趨勢中保持領先地位和應對挑戰的方法。我們與不同持份者群體定期交流，以深入了解他們的期望和關注，包括周大福會員計劃通訊、會員活動、員工調查，以及與業務合作夥伴的訪談和調查。有關恒常舉辦的持份者參與活動詳情，請參閱附錄C。

於2021財年，我們不僅完善重要性評估，更進一步加強與持份者的互動。

Our Stakeholder Engagement Journey 持份者參與進程



Highlights of valuable insights and feedback from the stakeholders, which would have implications on our business:

持份者寶貴的見解和意見重點，將對我們的業務產生影響：

Sustainability Strategy implementation and challenges 實施可持續發展策略的挑戰

Stakeholders' Insight
持份者的見解

Our Response
我們的回應

“ A people-focused Sustainability Strategy can motivate employees more effectively. Through connections with each employee, the sphere of influence of our strategy can be maximised.
以人為本的可持續發展策略，能更有效地激勵員工。通過與每位員工的聯繫，才能發揮策略最大的影響力。

While we refine the strategy, we will have our stakeholders as a core focus. We will also explore ways to enable employees to communicate our sustainability notions with other stakeholders.

在優化策略的同時，我們會以持份者為核心關注點，並將採取不同方式，使員工能與不同持份者就我們在可持續發展的理念上交流。

Response to COVID-19 and business recovery 疫情應變措施和業務復甦的情況

Stakeholders' Insight
持份者的見解

Our Response
我們的回應

“ The pandemic catalyses improvement in operational efficiency and cost reduction, largely enabled by switching from brick-and-mortar to online sales. A lot of business innovations are resulted from crises.
危機是業務創新的契機。疫情期間，銷售從實體店轉移到線上，提升營運效率和降低成本。

This unexpected hit has further motivated us to hone exciting concepts and service on e-commerce and omni-channel retailing so as to build up brand loyalty and enhance customer experience. We provided training to upskill our employees to excel in this new retail landscape.

線上銷售帶來超乎預期的結果，促使我們再下一城，推動電子商務和全渠道零售，增強品牌忠誠度並優化顧客體驗。同時，我們提供培訓，提升員工的技能，讓他們在嶄新的零售環境中脫穎而出。

New opportunities under the new normal 新常態下的新機遇

Stakeholders' Insight
 持份者的見解

Our Response
 我們的回應

“ The way forward should focus on differentiation and omni-channel business models, utilising opportunities of digitalisation and putting greater emphasis on young customers.

未來的發展道路應該集中在差異化和全渠道商業模式上，利用數碼化帶來的機遇，並著重關注年輕顧客。

Under our Dual-Force Strategy, we leverage the opportunities of both retail expansion and smart retail to meet the evolving customer expectations and deliver exceptional customer experience that creates long-term brand differentiation and loyalty.

在我們的雙動力策略下，我們一方面作零售擴張，同時推動智慧銷售的機會，以滿足顧客不斷改變的期望，以及締造非凡顧客體驗，從而創造長期的品牌差異化和忠誠度。

Stakeholders' role under the new normal 持份者在新常態下的角色

Stakeholders' Insight
 持份者的見解

Our Response
 我們的回應

“ Since people are the building blocks of a corporation, it is essential to stay people focused. We have to put particular emphasis on caring for employees and the company's role in the society.

人才是企業發展的基石，以人為本的理念至關重要。為此，我們對員工倍加關心，並加強公司在社會上扮演的角色。

We will continue carrying out specific engagement activities, such as surveys and focus group discussions and many more, while maintaining regular contact with our diverse stakeholder groups to ensure that we keep abreast of the changing stakeholders concern and expectation.

我們將繼續進行問卷調查和焦點小組討論等特定聯繫活動，同時定期與不同持份者群體保持聯絡，以確保我們透徹了解他們不斷變化的關注和期望。

Customers' expectations for future development 顧客對未來發展的期望

Stakeholders' Insight
 持份者的見解

Our Response
 我們的回應

“ Sustainability should be implemented beyond mere certification and compliance. If sustainability is implemented favourably, it will create long lasting impact among customers.

推行可持續發展時，務求達到及超越認證和法規之要求。若可持續發展推行得宜，將能夠在顧客之間產生深遠的影響。

Sustainability has been embedded into our long-term corporate strategy and management approach. We will continue to enhance communications with customers regarding our sustainability initiatives and the implications to customers.

可持續發展已融合於公司的長期策略和管理方針中。我們將就可持續發展項目，繼續與顧客溝通，並闡釋對他們的影響。

Materiality Assessment

重要性評估

Being able to understand top material issues we face is important for our sustainable growth. We conduct an annual materiality assessment in relation to "Importance to business" and "Importance to stakeholders" to help us ensure if our Sustainability Strategy and actions are on the right track. Building on our previous materiality assessment, we stepped up our efforts in FY2021 to help better identify material issues from our internal and external stakeholders.

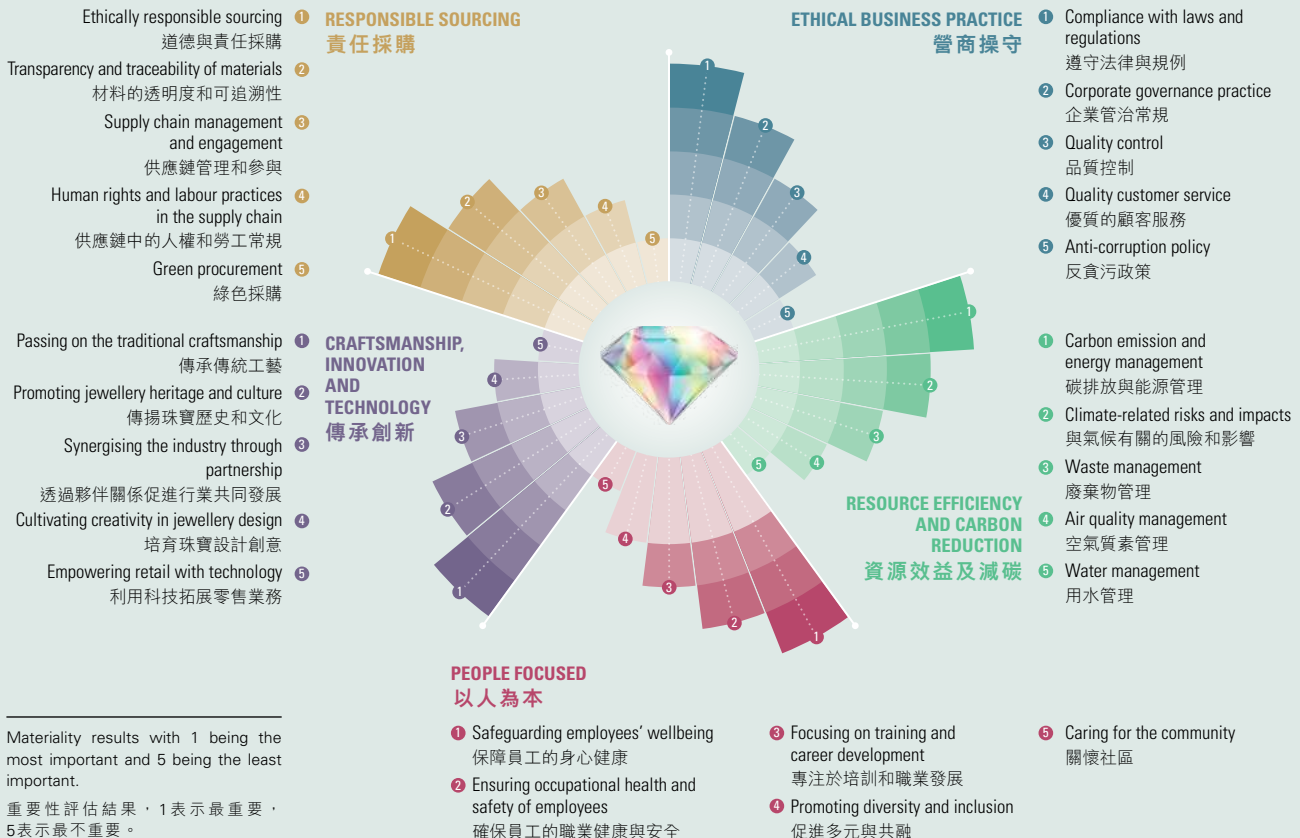
理解我們面對的重要性議題，對於可持續發展非常重要。我們針對「對企業的重要性」和「對持份者的重要性」展開年度重要性評估，以協助我們在可持續發展策略和行動方面，踏上正確的軌道。我們以過往的重要性評估作基礎，在2021財年我們更邁進一步，從內部和外部持份者的觀點出發，以能更準確地識別出重要性議題。

FY2021 Approach to Materiality Assessment

2021財年重要性評估步驟



Material Issues 重要議題



Corporate Governance

企業管治



We maintain a solid corporate governance framework to ensure the Group's integrity which safeguards the interests of our stakeholders. We adhere to the "4Ts" guiding principles - Traceable, Truthful, Thoughtful and Transparent – which form the backbone of our corporate governance framework as presented below:

我們繼續以穩健的企業管治框架來確保集團的誠信，從而維護持份者的利益。這個框架，以「4Ts」概念：可尋、可信、可頌、可知為指導方針，為企業管治框架的構成堅實的骨幹，如下圖所示：

Traceable 可尋

Enhance accountability via institutionalised structures and measures to drive better utilisation of resources and fulfilment of stakeholders' interests

通過制度化的架構和措施加強問責，以更有效運用資源和實現持份者的利益

Transparent 可知

Implement transparent disclosures and constructive dialogues to foster genuine mutual understanding with stakeholders

透過公開透明的披露和建設性對話，徹底促進與持份者的相互了解



Thoughtful 可頌

Embrace leaders with an independent mind-set, versatile expertise and business acumen who steer our long-term pursuit for sustainable business growth and attainment of common values with stakeholders

推舉具獨立思維、擁有全面的專業知識和商業頭腦的領袖，帶領我們長期追求可持續的業務增長和實現持份者的共同價值觀

Truthful 可信

Uphold long-established culture of integrity to safeguard the fundamental interests of stakeholders and build trusting relationships with them

堅持長久建立的誠信文化，保障持份者的基本利益及彼此建立互信關係

We maintain a systematic approach to ensure effective corporate governance, taking into account stakeholder relations, board governance and corporate management. With various robust policies and systems in place, we ensure our accountability and credibility beyond statutory compliance. We strive to maintain board diversity in areas such as professional knowledge, reach to stakeholders, gender and age, as guided by our Board Diversity Policy.

我們採取系統化的行事方針，並考慮與持份者的關係、董事會管治和企業管理，以確保企業管治的成效。有了周全和穩建的政策和系統，我們才能確保集團在問責和信譽方面，優於法定要求。在董事會多元化政策下，我們致力讓董事會在專業知識、與持份者的連繫、性別和年齡等領域下保持多元化。

Risk Management

••• 風險管理 •••

Our risk management and internal control governance framework holistically identifies and evaluates the risks including ESG-related risks facing our Group. We continue to refine our risk management approach by integrating the reporting and communication of our risk profile and mitigation plan evaluation into the risk management framework. At the heart of the framework, the Three Lines of Defence model assists our Board to carry out ongoing oversight and monitoring on the effectiveness of our risk and control systems. More details on our corporate governance framework and risk management approach can be found in the **Corporate Governance Report** of our Annual Report 2021.

我們的風險管理和內部監控管治框架，能全面地識別和評估風險，包括集團面臨的可持續發展風險。我們持續完善風險管理方針，將風險狀況和緩解計劃評估的報告和溝通，整合至風險管理框架中。我們以三道防線模型為框架的核心，協助董事會持續監管和監控風險和控制系統的成效。有關本集團企業管治框架和風險管理方針的詳情，請參閱2021年報**企業管治報告**。



Corporate Governance Report in Annual Report 2021
 2021年報企業管治報告

Data Governance

••• 數據管治 •••

Data governance is becoming increasingly important to our Group in today's business environment. We regularly review our data structure and its ownership hierarchy in order to produce a robust and secured database, which facilitates the effective application of data analytics and other business processes as well as protecting data from leakage. To further strengthen data governance, we launched a data governance platform and a series of training to enhance our data ownership management and enable data stewards to handle data properly.

在現今的商業環境中，數據管治對集團而言已變得越來越重要。為建立完善且安全的數據庫，我們會定期檢查數據結構及其權限層級結構，使數據分析和其他業務流程得以有效應用，並防止數據洩漏。為了進一步加強數據管治，我們推出了數據管治平台和一系列培訓，以加強數據權限管理，讓數據管理員能妥善處理數據。

Recognitions on Corporate Governance

••• 企業管治嘉許 •••

- **Best Corporate Governance Awards 2020**
 - Corporate Governance Awards – H-share Companies and Other Mainland Enterprises Category: Gold Award
- 最佳企業管治大獎 2020
- 企業管治獎 — H股公司與其他中國內地企業組別：金獎



- **Asia Responsible Enterprise Awards 2020**
 - Asia Responsible Enterprise Awards (Corporate Governance Category)
- 亞洲企業社會責任獎 2020
- 亞洲企業社會責任獎(企業治理獎)



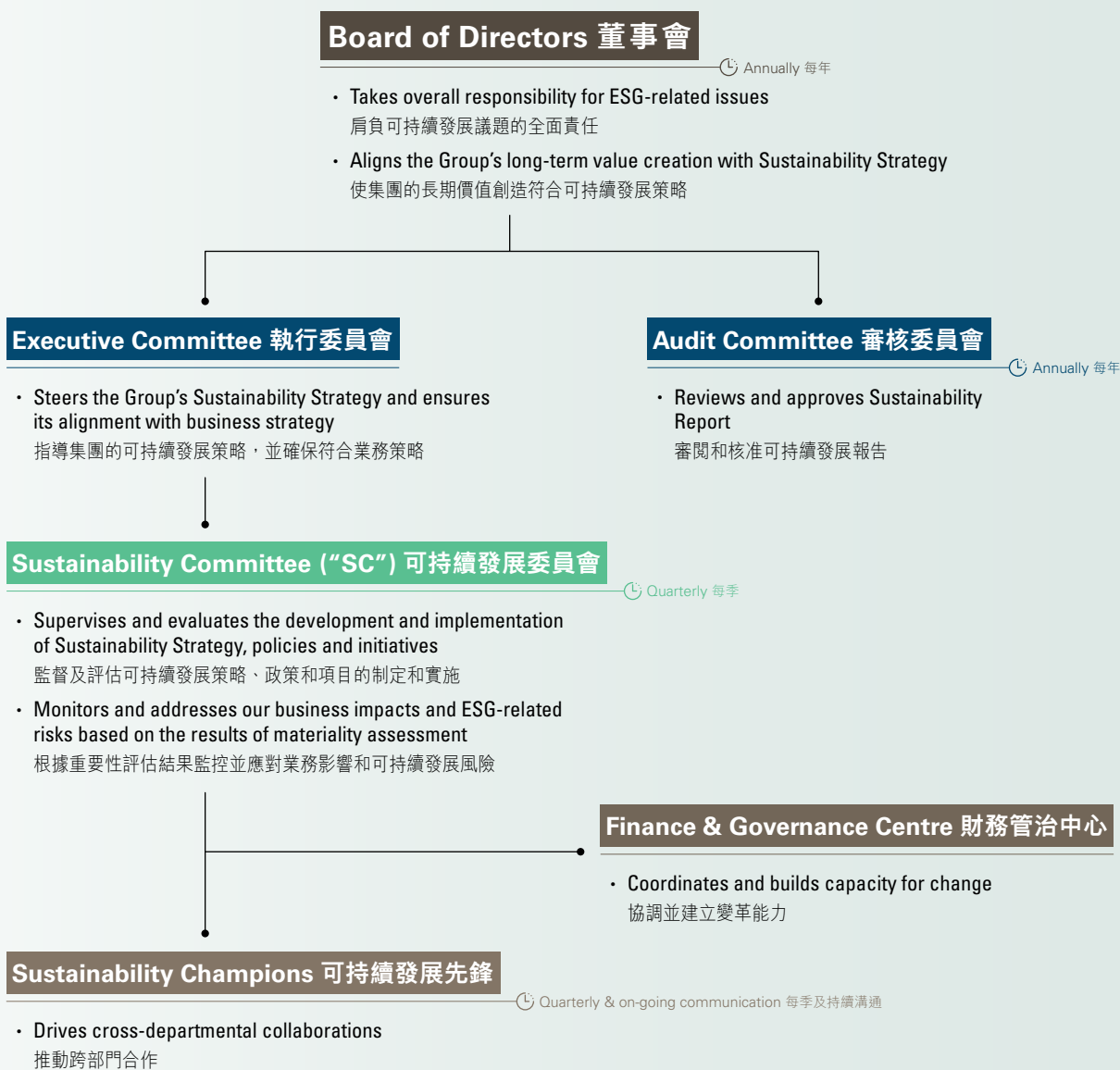
Sustainability Governance

可持續發展管治

Our Board shoulders the responsibility for the highest level of decision-making regarding sustainability. Chaired by an Executive Director (“ED”), our dedicated Sustainability Committee is composed of 4 other EDs and 5 senior management representatives. Sustainability governance is also incorporated into the overall corporate governance framework and structure of the Group.

董事會為可持續發展承擔最高級別的決策責任。可持續發展委員會由執行董事出任主席，並由另外4名執行董事和5名高級管理人員代表組成。可持續發展管治已納入於本集團的整體企業管治框架和結構中。

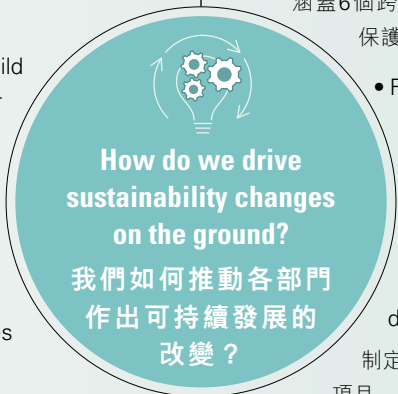
Sustainability Governance Structure 可持續發展管治架構





Finance & Governance Centre 財務管治中心

- Coordinates top-down and bottom-up sustainability governance with the Sustainability Committee and Champions
與可持續發展委員會和先鋒協調自上而下和自下而上的可持續發展管治
- Conducts research and training to build sustainability knowledge and skills for the Sustainability Committee and Champions
展開研究和培訓，增進可持續發展委員會和先鋒的可持續發展知識和技能
- Empowers and unites the Champions to implement various sustainability initiatives in achieving the 2029 goals
為達成2029年目標，賦能並團結先鋒執行各種可持續發展項目
- Strengthens internal promotion to further instill sustainability in our work culture
加強內部宣傳，以進一步將可持續發展注入工作文化中



- Comprises 6 teams of cross-departmental representatives including Responsible Sourcing, Craftsmanship, Innovation & Technology, Environmental Stewardship, Corporate Social Responsibility, Intellectual Capital and Data Analytics & Reporting
涵蓋6個跨部門代表，包括責任採購、傳承創新、環境保護、社會責任、智力資本，以及數據分析和報告
- Facilitates the identification, evaluation, control and reporting of ESG-related risks and issues
促進識別、評估、控制和報告可持續發展風險和議題
- Formulates action plan and drives sustainability initiatives through cross-departmental collaboration
制定行動計劃，並通過跨部門合作推動可持續發展項目
- Mobilises employees to support the Sustainability Strategy
推動員工支持可持續發展策略

Sustainability Champions 可持續發展先鋒



Managing Sustainability Risks 管理可持續發展風險



Ethical Business Practices

· 營商操守 ·

Material Issues · 重要議題 ·



The Group has put in place a number of policies to ensure we maintain a high level of integrity and accountability, including the Anti-Fraud Policy, Anti-Money Laundering (“AML”) Policy, Best Practice Principle (“BPP”), Code of Conduct, Code of Practices for Supplier Assessment, Privacy Statement, Purchasing Policy and Whistleblowing Policy. We also organised training conducted by the Independent Commission Against Corruption (“ICAC”) to strengthen employees’ awareness regarding the Anti-Fraud Policy and AML Policy. In addition, we utilise multiple channels including electronic bulletin board, Smart Learning app and livestream platform to promote staff awareness of the Anti-Fraud policy and the Whistleblowing mechanism. In FY2021, we conducted 6,500 and 705 hours of training on AML as well as anti-fraud and corruption training respectively. More details of our Group’s policies and procedures can be found on our [Group website](#).

集團制定了多項政策，以確保我們符合最高的誠信和問責準則，包括反舞弊政策、反洗錢政策、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。我們亦舉辦了由廉政公署舉辦的培訓，以增強員工對反舞弊政策和反洗錢政策的認識。此外，我們還利用電子公告板、「智學」手機應用程式和實時線上直播等多種途徑，加深員工對反舞弊政策和舉報機制的認識。我們於2021財年，分別舉辦了6,500和705小時的反洗錢，以及反舞弊和貪污培訓。有關集團政策和程序的詳情，請瀏覽[集團網站](#)。

Customer Privacy

··· 顧客私穩 ···

As part of our continuous efforts to enhance cybersecurity, we conducted maturity assessment on our cybersecurity programme with reference to the National Institute of Standards and Technology (“NIST”) Cybersecurity Framework, and rolled out remedial initiatives and execution plans to enhance our security, such as the endpoint protection enhancement and periodic data recovery and restoration drills. We also promoted the awareness in safeguarding customer privacy through tailored training, such as using our Smart Learning app to provide training on cybersecurity. For instance, training was provided for 210 data stewards and middle managers by the Office of the Privacy Commissioner for Personal Data (“PCPD”) in FY2021.

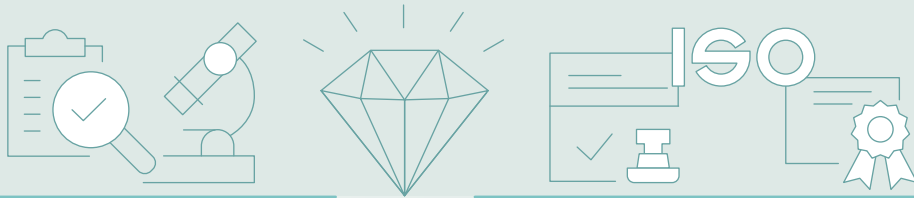
作為持續提升網絡安全的一環，我們根據國家標準技術研究所(「NIST」)網絡安全框架，針對網絡安全計劃，進行了成熟程度評估，並推出有效加強保安的補救措施及計劃，如增強端點防護，以及定期展開數據復原和善後演習。我們亦透過定制培訓，增強職員保護顧客私隱的意識，如透過「智學」手機應用程式提供網絡安全培訓。例如，我們於2021財年，與個人資料私隱專員公署合作，為合共210位數據管理員和中層管理人員提供培訓。

Product Quality and Assurance

... 產品質素與保證 ...

We strive to maintain product quality that meets or even exceeds industry standards through stringent internal controls and processes and securing recognised certification and accreditation in quality control.

我們建立嚴謹的內部監控和流程，以確保我們的產品在質素控制方面達到專業認證及認可，甚以超越行業的標準。



We have gone further by developing the Chow Tai Fook AI Diamond Grading Certificate scheme utilising a cutting-edge artificial intelligence ("AI") and blockchain technology. The initiative not only minimises the risk of human errors in grading results but also provides extra diamond quality assurance to customers, demonstrating Chow Tai Fook's continuous efforts in fostering technological innovation for enhancing quality management.

我們進一步推展鑽石鑒定，利用尖端人工智能和區塊鏈技術，研發出周大福人工智能鑽石鑒定證書。此舉不僅能將鑽石鑒定結果中的人為誤差風險減至最低，更名為顧客提供加倍保障，證明周大福在促進技術創新以加強質量管理方面努力不懈。



Learn more about the Chow Tai Fook AI Diamond Grading Certificate
了解更多有關周大福人工智能鑽石鑒定證書





Caring for the Wellbeing of Our Stakeholders

關心持份者的身心健康



Our COVID-19 Caring Initiative

••• 疫情期間展關懷 •••

In the face of the raging pandemic, we dedicated our care to stakeholders through various initiatives to cater for their wellbeing and safeguard their safety under adversities. During the early stages of the outbreak, we immediately launched our business continuity plan and organised weekly meetings with Executive Directors and heads of business units ("BUs"), which enhanced risk management and direct communications between top management and BUs during challenging situations.

面對疫症肆虐，我們透過各種活動關懷持份者，讓他們在逆境中保持身心健康和安全。在疫情爆發早期，我們立即啟動業務持續營運計劃，並與執行董事和業務部門負責人，每周舉行會議，以增強風險管理，並在面臨挑戰的情況下，加強高層管理人員與業務部門之間的直接溝通。

Chairman's Message
主席的話

About Chow Tai Fook Jewellery Group
關於周大福珠寶集團

Our Centennial Commitment
我們的百年承諾

Sustainability at Chow Tai Fook
周大福的可持續發展

Responsible Sourcing
責任採購

Craftsmanship, Innovation & Technology
傳承創新

Resource Efficiency & Carbon Reduction
資源效益及減碳

People Focused
以人為本

Customers 顧客



We arranged nano photocatalyst antibacterial coating service to disinfect all POS in Hong Kong to ensure customer safety. We also extended membership points for all customers and provided online medical consultation to assist customers in Mainland China in view of social distancing requirements. A feature story that highlighted our care to customers is presented next page.

我們為香港所有零售點，安排納米光觸媒抗菌塗層消毒服務，以確保顧客安全。我們不僅為所有顧客延長了會員積分的限期，更為中國內地的顧客提供線上醫療諮詢服務，使我們既能回應顧客需求，又能滿足社交距離的要求。載於下頁的專題故事，展示我們對顧客的關懷。



Employees 僱員

We sanitised our offices and dormitories, provided flexible working arrangement, online medical consultation and COVID-19 testing for employees. We also enhanced digital support to our employees and promoted resilience among employees through training for new skills. For instance, we transformed frontline salespersons and backend colleagues to become jewellery ambassadors on our smart mobile tool CloudSales 365, which enabled them to earn extra income.

我們為員工消毒辦公室和宿舍，並提供彈性工作安排、線上醫療諮詢服務和病毒測試。我們亦加強對使用數碼平台的支援，並通過培訓新技能，提高員工的應變能力。例如，我們讓前線銷售人員和後勤同事，轉型成為珠寶大使，使用手機智慧工具雲商365，讓他們賺取額外收入。

Franchisees 加盟商



We launched a Franchisee Support Policy in FY2020 and provided support funding to alleviate the operational pressure of franchised stores and partners, 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.

我們於2020財年推出加盟商專項扶持政策，並提供了支持資金以減輕加盟店和合作夥伴的營運壓力，例如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。



Suppliers & Business Partners 供應商和業務夥伴

We leveraged the opportunities of digitalisation to develop new business partnerships and drive innovation within the industry through the Dual-Force Strategy. We also launched online courses with industry associations for the jewellery professionals in Hong Kong.

我們利用數碼化的機遇，拓展新業務合作夥伴關係，並通過雙動力策略推動行業創新。我們亦與行業協會合作，為香港珠寶專業人員開設線上課程。

NGOs & Communities 慈善團體和社區



We supported the community through initiatives such as charity sales and ambulance donation as well as a drawing competition where the winner's artwork was used as the design of face masks. A telephone caring programme was established to provide support for those in need, such as the elderly. We maintained our mask production line and donated 2.3 million masks since the outbreak.

為了向社區給予支持，我們舉辦慈善義賣、捐贈救護車和繪畫比賽等活動。繪畫比賽得獎作品更用於口罩的設計。我們亦展開電話關懷計劃，為長者等有需要的人提供支持。我們維持口罩生產線運作，並自疫情爆發以來，共捐贈230萬個口罩。





Worth the Wait – A COVID-19 Love Story 值得等待 — 愛在疫境時

“Would you please help me to plan a surprise proposal? I can't wait to propose to my girlfriend.” Dr. Tung sounded like being in a rush the first time he called us. It was in a quiet day in spring 2020 in Dezhou of Shandong Province where life in the city was in pause due to the pandemic.

He was happy with our recommendation of the Guardian of Life engagement ring and our offer to decorate our store for the proposal. We chatted with him further and it turned out he was a cardiovascular surgeon, who was soon to be assigned to Wuhan to fight the pandemic.

A few days passed and cases skyrocketed. Without saying a proper goodbye to his girlfriend, Dr. Tung had to urgently leave for Wuhan. The only thing Dr. Tung's girlfriend could do was clinching on her mobile phone day after day to wait for rare updates from Dr. Tung. Working hard in the hospital, Dr. Tung still managed to send us a text message – “I'll propose to her the first thing I get home safely!”

Time crawled by. It was only after two months we finally heard from Dr. Tung again. We were so relieved to learn that he was back and was ready to proceed with the plan for the surprise proposal!

At last, the big day came. As Dr. Tung pulled out the sparkling ring at our store gorgeously decorated with flowers, Mrs Tung burst into tears – the blissfulness on her face proved that it was worth the wait.

“Yes, I do,” I thought. It is moments like this that reassures us it is worth our efforts to bring together love.

「我想向女朋友求婚，你能幫我製造驚喜嗎？」第一次打電話來的董醫生，似乎十分著急。2020年春天，疫症肆虐使城市生活停頓，為山東省德州市帶來寂靜的一天。

我們向他推薦守護一生婚戒，以及提供店內佈置，他對此感到很滿意。其後我們聊天期間，才發現他是一名心血管外科醫生，不久便被派往武漢對抗疫情。

幾天後，疫症數字急增。董醫生未及與女朋友說再見，便要急忙前往武漢。董醫生的女朋友唯有時刻緊握手機，等待董醫生寥寥無幾的消息。董醫生在醫院努力工作，仍然不忘發送短訊給我們：「我平安回家的第一件事就是求婚！」

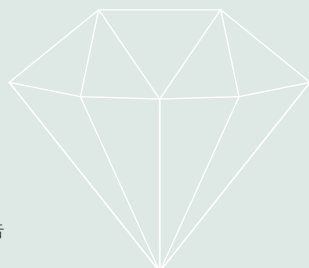
時間漸漸地過去。兩個月後，我們終於收到董醫生的消息。得知他回來，我們深感欣慰，而且他正著手準備驚喜的求婚計劃！

大日子終於來臨。董醫生從店裡鮮花叢中，拿出光芒閃爍的戒指時，董太太雖然眼泛淚光，但臉上綻放的幸福，證明真愛是值得等待的。

「我願意。」此時此刻，我想，為愛而付出努力是值得的。

Wang Hong-Xia 王紅霞

Frontline staff at our store at Dezhou,
Mainland China
中國內地德州前線員工





RESPONSIBLE SOURCING

責任採購

SDGs 聯合國可持續發展目標



Material Issues 重要性議題

Ethically responsible sourcing
道德與責任採購

Transparency and traceability of materials
材料的透明度和可追溯性

Supply chain management and engagement
供應鏈管理和參與

Human rights and labour practices in the supply chain
供應鏈中的人權和勞工常規

Green procurement
綠色採購

Working with Suppliers to Embrace a Transparent System

與供應商共建透明的採購系統

We understand that customers are increasingly concerned whether their jewellery products come from a responsible source. In response to this pressing call, we strive to work with around 5,000 active suppliers and lead the industry in setting high ethical and responsible standard in sourcing, which is at the front end of our product lifecycle. From sourcing for gemstones and precious metals for jewellery crafting to deciding on packaging materials, sustainability elements, such as environmental footprint and human rights are part of the core considerations in managing our supply chain.

我們明白，顧客越來越關注購買得來的珠寶產品，是否來自負責任的來源。為回應這殷切的需求，我們致力與約5,000個活躍供應商合作，引領行業由產品生命周期的前端開始，制定高道德和責任採購標準。從採購寶石，到用於珠寶製造的貴金屬，以至包裝材料、環境足跡和人權等可持續發展要素，都是我們供應鏈管理中的核心考慮因素。

Insight from Stakeholders 持份者見解

Having a responsible sourcing strategy in place would encourage our suppliers to align with the Group's best practice and also drive changes in their corporate culture, and that will in turn extend the influence of the strategy.

制定責任採購策略，有助鼓勵供應商符合集團的最佳常規，並推動他們改變企業文化，使策略的影響更深遠。

2029 Goal 目標

To achieve full compliance with Chow Tai Fook's Best Practice Principles ("BPP") by all key long-term 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。

FY2021 Progress and Highlights 2021 財年進展和摘要



BPP developed by Responsible Sourcing Champions and key departments collaboratively and to be launched in FY2022
由責任採購先鋒和主要部門共同編制周大福最佳責任標準，將在2022財年推出



Conducted third party social and environmental assessment with key suppliers
與主要供應商展開第三方社會和環境評核

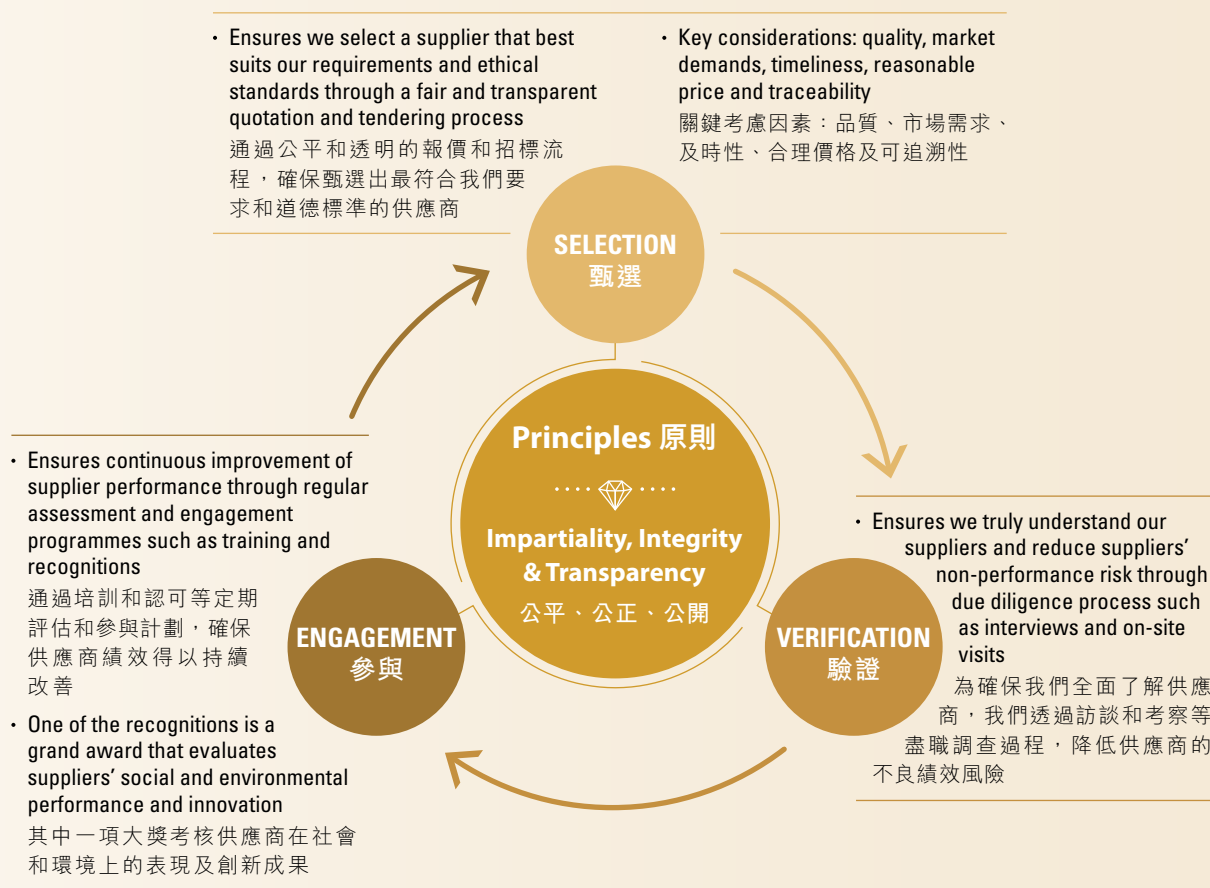


Supplier Management Framework

供應商管理框架

Our holistic supplier management framework is guided by the revamped Group Procurement and Supplier Management Policy and is overseen by our Supplier Management Committee to govern the effectiveness of our controls over the procurement process and supplier engagement, and to identify and evaluate supply chain-related risks.

我們全面的供應商管理框架，由新修訂的集團採購和供應商管理政策為指引，並由供應商管理委員會監督採購流程控制措施的有效性和供應商參與，以識別和評估與供應鏈相關的風險。



Responsible Sourcing Practices

責任採購準則

We maintain a suite of policies and initiatives from safeguarding human rights along our supply chain to sourcing natural and "conflict free" diamonds to help lead the industry in improving supply chain standards.

我們繼續以一系列政策和項目，包括維護供應鏈中的人權和採購天然鑽石和「不涉衝突」鑽石等，引領行業不斷改善供應鏈之標準。

Policies for responsible sourcing
責任採購政策



Development of Chow Tai Fook's Best Practice Principles for suppliers

(Refer to the case study on the next page)

為供應商制定周大福最佳責任標準 (請參閱下頁之案例研究)

Code of Conduct for Precious Metal Suppliers

貴金屬供應商守則

Specific social and environmental requirements applicable to precious metal suppliers with which we deal with directly

特定社會和環境要求，適用於與我們直接交易的貴金屬供應商

Enhancing traceability
增強可追溯性



Compliance with Kimberley Process Certification Scheme

符合金伯利流程認證計劃

Ensure the sourcing of diamonds are "conflict-free"

確保採購「不涉衝突」的鑽石

T MARK: To Tell the Truth

唯真可鑒的T MARK

Enable our customers to trace their diamonds to a responsible source and access blockchain-enabled diamond grading reports via the T MARK mobile app

讓顧客透過T MARK手機應用程式，追溯鑽石的負責任來源，並獲取區塊鏈鑽石鑒定報告

Collaborating with Industry Leaders

與行業領導者合作

Continue our collaboration with the Tracr™ platform in working with the industry to further enhance diamond traceability

繼續參與Tracr™平台，與業界合作進一步提高鑽石的可追溯性

Supply chain risk identification and management

供應鏈風險識別與管理



Strengthening of AML Policies and Procedures

加強反洗錢政策和程序

Strengthen our AML risk control measures in our operations and supply chain to safeguard human rights

加強於營運與供應鏈的反洗錢風險控制措施以保障人權

Ensuring Sanctions Compliance

確保遵守制裁法律

Commit to identifying, mitigating and managing the risk of sanction violations and complying with the relevant economic and trade sanctions laws in all jurisdictions where we operate

致力識別、預防和管理違反制裁的風險，並在營運所在的所有司法管轄區遵守相關經濟和貿易制裁法律

Supplier Assessments and Inspections

供應商評估和審核

In FY2021, we engaged third party auditors to conduct social and environmental due diligence assessments with 15 key suppliers in Mainland China. Remediation and engagement programmes were developed for suppliers identified for improvements

我們於2021財年，邀請第三方審核員與中國內地15家主要供應商進行社會和環境盡職調查評估，並為有待改進的供應商制定了應對和參與計劃

Third party memberships and audits

第三方會員資格和審核



Code of Practices of Responsible Jewellery Council ("RJC")

責任珠寶委員會從業準則

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。

Compliance with International Industry standards

符合國際行業標準

Annual audits in accordance with the De Beers' Best Practice Principles, Disney International Labour Standard and Costco Code of Conduct

根據De Beers集團最佳執業守則、迪士尼國際勞工標準，以及Costco行為準則，展開年度審核

Ensure Integrity and Traceability of T MARK diamonds

確保T MARK鑽石完整真確及追溯來源

Obtained ISO 18323:2015 – Jewellery – Consumer Confidence in the Diamond Industry international certifications by SGS

獲SGS授予ISO 18323:2015 — 珠寶 — 鑽石業消費者信心國際認證

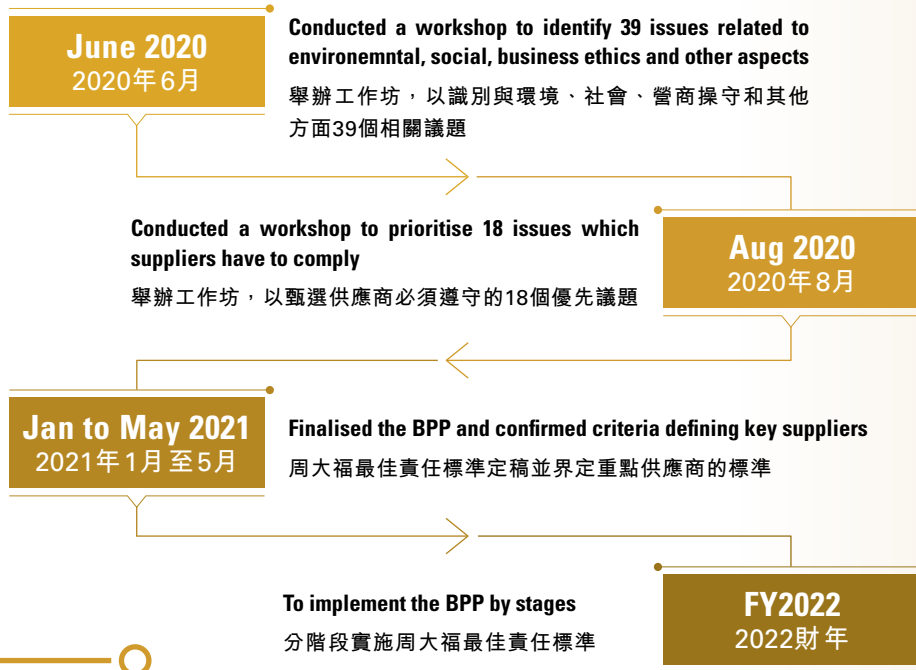




The Development of BPP for Suppliers 為供應商制定周大福最佳責任標準

As part of our commitment to achieve our 2029 goal of achieving full compliance with Chow Tai Fook's Best Practice Principles ("BPP") by all key long-term suppliers, our Responsible Sourcing Champions have been developing the BPP collaboratively with key departments.

責任採購先鋒和關鍵部門合作編制的周大福最佳責任標準，是我們達成2029年目標，以履行責任採購承諾的其中一環，使我們所有長期重點供應商，完全遵守周大福最佳責任標準。



Supplier Conference 供應商大會

We staged a Supplier Conference at the Chow Tai Fook 91st Summit in April 2020, participated by 240 suppliers through a livestream platform. During the conference, our suppliers pledged their support in responsible sourcing, expressing positive views in aligning with our standards and requirements. The conference also featured our honourable guest Mr. Peter Lam, the CEO of Ola Tech, a Hong Kong-based tech start-up, to introduce solutions to tackle electronic waste through a circular economy.

2020年4月，我們於周大福第91屆峰會上舉辦了供應商大會，邀請240個供應商透過線上直播平台參加會議。會議期間，我們的供應商承諾責任採購上給予支持，並對符合我們的標準和要求態度積極。大會亦邀請了香港科技初創企業Ola Tech行政總裁林尊佑先生，簡介如何利用循環經濟，為電子廢物提供解決方案。





CRAFTSMANSHIP, INNOVATION & TECHNOLOGY

傳承 創新

SDGs 聯合國可持續發展目標



Material Issues 重要性議題

Passing on the traditional craftsmanship
傳承傳統工藝

Promoting jewellery heritage and culture
傳揚珠寶歷史和文化

Synergising the industry through partnerships
透過夥伴關係促進行業共同發展

Cultivating creativity in jewellery design
培育珠寶設計創意

Empowering retail with technology
利用科技拓展零售業務

Creating Unique Cultural Experience through Innovation

以創新創造獨特的文化體驗

Building on our solid foundation of traditional craftsmanship and preservation of historical heritage, we have stayed ahead of the new market trend by our efforts in digitalisation and product innovation. We will continue to explore new opportunities by fostering creativity in jewellery design and expanding new jewellery retail models to bring new values and blissfulness to our customers.

我們在傳統工藝及傳承歷史文化遺產方面，擁有堅實根基。乘著這樣的基礎，我們以數碼化和產品創新，在新市場趨勢下保持領先地位。透過培養珠寶設計創造力和擴展新珠寶零售模式，讓我們得以繼續探索新機會，為顧客創造價值和幸福感。

Insight from Stakeholders 持份者見解

Chow Tai Fook has a history of over 90 years, and so we need to preserve our traditional craftsmanship while introducing innovative elements in our products for customers of all generations. I hope our customers can feel the elegant and trendy vibes in our experience stores, online platform as well as our events.

周大福已有90多年歷史，因此，我們不僅需要傳承傳統工藝，同時也要為不同層面的顧客，引入具有創新元素的產品。我希望顧客可以在我們的體驗店、線上平台，以及活動中，感受到既優雅又時尚的氛圍。

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。

FY2021 Progress and Highlights 2021 財年進展和摘要

Established
成立

Collections and Exhibits Assessment Committee to develop a treasures assessment mechanism
藏品及展品評審委員會以建立珍藏評估機制



3,000,000+

Cumulative participants in our mass engagement initiatives and in-depth experiential programmes
大型參與活動和深度體驗計劃累計參與人數



Preserving Heritage

保護文化遺產

We continued our commitment to preserving our cultural heritage and craftsmanship for future generations.

我們致力為下一代，傳承和保育文化遺產和工藝。



Historical
Heritage



Assessing Collections and Exhibits

藏品及展品評審

We established the Collections and Exhibits Assessment Committee, which comprised a cross-departmental review committee and consultants. The Committee is tasked with the mission to develop a treasures assessment mechanism to effectively select collections and exhibits with assessment criteria based on craftsmanship, design, uniqueness of raw materials, representativeness, historical significance and previous awards of the treasures. The Committee also developed a collection and exhibition management system to facilitate future exhibition preparation and display of collections.

我們成立的藏品及展品評審委員會，由跨部門的評審委員和顧問組成。委員會依據珍品的工藝價值、設計、原料的獨特性、代表性、歷史意義，以及曾獲獎項等準則，甄選藏品及展品。委員會亦建立館藏和展覽管理系統，方便日後籌備展覽及展示珍藏之用。



We organised various public exhibitions to promote the cultural and artistic value of jewellery industry. For instance, at an exhibition for ancient Chinese gold crafts, we demonstrated Chow Tai Fook's excellent craftsmanship and promoted the essence of traditional Chinese culture through showcasing "Lotus Bowls". For the two gold crafts produced for the exhibition, one was donated to the Suzhou Museum and the other one will be permanently exhibited at the Chow Tai Fook Museum of History.

我們舉辦多個公開展覽，以提升珠寶業的文化和藝術價值。例如，我們在中國古代黃金工藝展中，展示福運萬物—蓮花碗，突顯周大福的精湛工藝，同時弘揚中國傳統文化的精髓。福運萬物系列的兩件珍品，一件已捐贈予蘇州博物館，另一件將在周大福歷史博物館永久展出。

Succession of Craftsmanship

傳承工藝

We put endless efforts in nurturing artisans and pass on valuable skills and knowledge to future generations of the jewellery industry and the general public. From various initiatives at Loupe to international exposure at global competitions, we offer multiple opportunities for our young artisans to ensure they are well-equipped to contribute to bringing the industry to the next level. Our innovative ART2CHARM programme also enabled customers to turn their creative doodle designs into actual jewellery products.

我們在培養工匠方面不遺餘力，並致力將寶貴的珠寶工藝和知識傳授給行業新生代和大眾。從Loupe的各項計劃，以至在國際競賽亮相，我們都為年輕的工匠提供各種機會，確保他們知識和工藝兼備，有能力推動行業邁向更高水平。我們創新的ART2CHARM項目，能讓顧客將自己的創意塗鴉設計，轉化為實體珠寶產品。



Young Jewellery Talent Incubation at Loupe Loupe 培養年輕珠寶人才

23-year-old Chan Wing-Long first joined Chow Tai Fook as an apprentice in the Master Studio. After diligent practice to master the basic skills, he worked his way to become the youngest Loupe designer-in-residence and artisan. "Cross Eyes" is one of his product series. He also delivers workshops at Loupe for the general public.

23歲的陳詠朗，最先加入周大福為大師工作室的學徒，後來經過一番努力，學習並掌握基本技能，現已成為年輕的Loupe駐場設計師和工匠。作品系列包括「Cross Eyes」等，他亦在Loupe為大眾舉辦工作坊。

Janus Ng, who is a young Loupe designer, created the Purple Iris jewellery with natural effects and rich layers inspired by watercolour paintings. In her "Homeless" series, she incorporated polar bears and ice cubes in the design to raise awareness of global warming. Her creation epitomises Chow Tai Fook's innovative spirits to combine contemporary design with traditional craftsmanship.

年輕的Loupe設計師Janus Ng，將水彩畫融入於設計，創作出紫色鳶尾首飾，效果自然且層次豐富。她在《Homeless》系列，將北極熊和冰塊造型注入設計中，喚起人們對全球暖化的關注。她的創作體現周大福的創新精神，揉合出現代設計與傳統工藝之美。



Learn more about
了解更多





Nurturing Young Artisan into Future Master 培養年輕的工匠成為未來的大師

After winning the Silver medal in the Jewellery category at the 45th WorldSkills Competition, our young Artisan Chen Qi-Liang has contributed his talent in various projects at our Master Studio. In March 2021, Chen, as an assistant instructor, became part of the coaching team to provide training to two talents from Hong Kong to prepare them for the Jewellery category in the 46th WorldSkills Competition 2022 to be held in Shanghai. This experience allowed him to enhance his craftsmanship skills so as to nurture him to become a future master artisan.

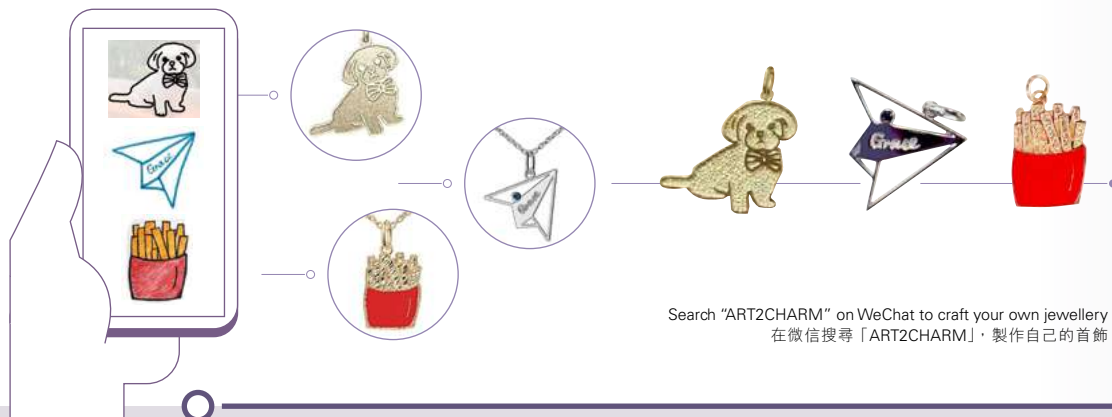
我們的年輕工匠陳奇亮，於第45屆世界技能大賽珠寶加工項目中勇奪銀牌後，繼續在大師工作室的各種項目，利用自己的才華回饋工作室。2021年3月，陳奇亮出任大師工作室的助理導師，成為導師團隊的一員，為來自香港的兩名學徒提供培訓，以助他們參加於2022年在上海舉辦的第46屆世界技能大賽珠寶加工項目做好準備。這段經歷能讓他磨鍊工藝技巧，從而培養他成為未來的工匠大師。



ART2CHARM: From Doodle to Dazzle 從塗鴉到閃爍首飾

To promote the spirit of craftsmanship to the general public, we offered a unique opportunity for customers to craft their doodles into actual jewellery through ART2CHARM, our WeChat mini programme. By utilising innovative 3D technique, customers were able to immediately preview their jewellery design and place their order. The final jewellery product can be manufactured within 10-20 days compared with a piece made by conventional jewellery customisation which usually takes at least one month to complete.

為了向大眾宣傳匠心精神，我們為顧客提供了獨特的機會，透過我們的微信小程序ART2CHARM將自己的塗鴉，製作成首飾。透過利用創新3D技術，顧客能即時預覽並定制自己的珠寶設計。只需10到20天，首飾便能完成製造，相比製作時間長達最少一個月的傳統定制珠寶，ART2CHARM更為快捷。





RESOURCE EFFICIENCY & CARBON REDUCTION

資源效率及減碳

SDGs 聯合國可持續發展目標



Material Issues 重要性議題

- Carbon emission and energy management
碳排放與能源管理
- Climate-related risks and impacts
與氣候有關的風險和影響
- Waste management
廢棄物管理
- Air quality management
空氣質素管理
- Water management
用水管理

Caring for the Planet's Wellbeing

關心地球的健康

We depend on the planet's natural resources and raw materials to manufacture our products. It is paramount to safeguard the planet's wellbeing to ensure our business' succession and that sufficient natural resources will be available for our future generations. For every step taken in our daily business operation, we put extra efforts in maximising resource efficiency while minimising our environmental and carbon footprint.

我們依賴地球自然資源和原材料來製造產品。維護地球的生態平衡，確保業務得以永續傳承，以及為下一代提供足夠自然資源至關重要。我們關注日常業務營運的每個細節，務求提高資源效益，並將環境碳足跡減至最低。

Insight from Stakeholders 持份者見解

We should emphasise on carbon reduction in our operations, and also work closely with our business partners to achieve this goal. We can explore with relevant stakeholders and plan the path ahead of us.

我們應更著重減少營運中碳排放，並與業務夥伴緊密合作來達成目標。我們可以與相關的持份者一起探討並計劃未來的道路。

2029 Goal 目標

To achieve a reduction of at least 15% in our ecological footprint, namely greenhouse gas ("GHG") intensity and water consumption intensity of the Group, and waste generation intensity at our production hubs by 2029 (FY2019 as the base year).

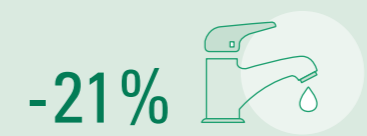
以2019財年為基準年，於2029年將生態足跡，即集團的溫室氣體、耗水量密度，以及生產基地廢棄物密度，減低最少15%。

FY2021 Progress and Highlights 2021 財年進展和摘要

Compared with FY2019
與2019財年相比



Reduction in GHG emissions intensity
溫室氣體排放密度減量



Reduction in water use intensity
用水密度減量



Reduction in waste intensity from production
生產廢棄物密度減量



Environmental Stewardship

環境管理

To meet our ecological footprint reduction target, we have put in place robust environmental policies and management systems across the Group.

為達成減少生態足跡的目標，我們已為集團制定全面的環境政策和管理體系。

Environmental Management Approach

••• 環境管理方針 •••

We maintain ISO 14001 Environmental Management Certification in all our production hubs in Shenzhen, Shunde and Wuhan in Mainland China. To manage our quality, environmental and safety information more efficiently, effectively and timely, we will upgrade our system to Integrated Management System in FY2022.

我們在中國內地深圳、順德和武漢的所有生產基地，均獲得ISO 14001環境管理認證。為使質素、環境和安全資訊管理更適時、有效率和具成效，我們將於2022財年將系統升級為綜合管理體系。

Aspects 範疇	Summary 摘要
 <p>Air Emissions Management 廢氣排放管理</p>	<ul style="list-style-type: none"> Maintain various measures for the reduction of major air pollutants generating from manufacturing processes 採取各項措施減少製造過程中產生的主要空氣污染物 Implement modification measures in our production systems and processes to reduce emissions of volatile organic compounds ("VOCs") for better indoor air quality 在生產系統和過程中，執行改造措施，以減少揮發性有機化合物(「VOC」)的排放，從而改善室內空氣質素 Monitor the air emission treatment system and ventilation levels through real-time surveillance systems in our production hub in Wuhan 武漢生產基地透過實時監控系統，監測空氣排放處理系統和通風的水平
 <p>Energy Efficiency 能源效益</p>	<ul style="list-style-type: none"> Employ automation devices such as motion sensors and timers to enhance energy efficiency at our production hubs and offices 使用運動傳感器和計時器等自動化設備，提高生產基地和辦公室的能源效益 Apply retro-commissioning practices to optimise energy use at our production hubs 運用重新校驗，優化生產基地的能源使用 Prioritise LED lighting and optimise lighting use at our premises 優先考慮LED照明並在公司範圍內優化照明
 <p>Water Resources Management 水資源管理</p>	<ul style="list-style-type: none"> Prioritise water recycling and reuse in our production lines whenever possible 盡可能在我們的生產線中，優先使用循環淨化和重用水 Pretreat wastewater by utilising technology like membrane bioreactor ("MBR") prior to discharge to a municipal sewage treatment system in compliance with relevant regulations 按照相關規定，將廢水排入市政處理系統前，利用膜生物反應器等技術預先處理廢水 Monitor wastewater discharge real-time online and automatically transmit discharge data directly to the government via Radio Frequency ("RF") signals 實時監控廢水排放，並通過射頻訊號，自動將排放數據直接傳輸給政府

Aspects 範疇

Summary 摘要



Materials and Waste Management
 物料和廢棄物管理

- Properly store all hazardous waste in secured containers within well-ventilated hazardous waste storage areas
 將所有有害廢棄物，妥善存放於通風良好的有害廢棄物存放區之固定容器內
- Employ qualified contractors to treat hazardous waste generated from our production hubs in compliance with applicable legal requirements
 聘用合資格的承辦商來處理生產基地產生的有害廢棄物，以遵守適用的法律要求
- Reduce generations of non-hazardous waste through initiatives such as e-invoicing and waste sorting at our POS and offices
 利用推行零售點和辦公室的電子發票和廢棄物分類等舉措，以減少無害廢棄物的產生
- Develop packaging using recycled materials such as our Forest Stewardship Council ("FSC") -certified e-commerce boxes
 使用可回收物料作包裝材質，例如電商郵寄盒採用森林管理委員會認證的紙材製造

Our FY2021 Initiatives

••• 2021 財年項目 •••

Various resource efficiency initiatives focusing on automation and flexible production were implemented, key examples are highlighted as follows:

我們實施了各項針對自動化和靈活生產的資源效益項目，重點示例如下：

Aspects
 範疇

Examples of Initiatives
 項目實例

Energy Efficiency
 能源效益



-896,000 kWh 千瓦時 = **x 500**

Estimated savings in FY2021
 2021財年估計減耗

Powering 500 households¹ in Mainland China for 1 year
 中國內地500戶家庭¹一年的用電量

53 projects, such as:
 53個項目，例如：

- Flexible control for air-conditioning
 靈活控制空調
- Timer control and variable speed drive for exhaust system
 廢氣系統時間控制和變頻聯動

Water Resources Management
 水資源管理



-19,000 m³ 立方米 = **x 7.6**

Estimated savings in FY2021
 2021財年估計減耗

Volume of 7.6 Olympic-sized swimming pools
 7.6個奧林匹克標準游泳池的容量

10 projects, such as:
 10個項目，例如：

- Improvement work on the wastewater system
 廢水處理系統改善工程
- Automatic cleaning device for water tanks to avoid draining water for manual cleaning
 自動清潔水箱裝置，避免因人工清潔需要排走池水

Materials and Waste Management
 物料和廢棄物管理



-48.7 tonnes 公噸 = **x 12**

Estimated savings in FY2021
 2021財年估計減耗

Weight of 12 Asian elephants
 12頭亞洲大象的重量

10 projects, such as:
 10個項目，例如：

- New technologies for treatments of sludge, waste oil and wax water to reduce hazardous waste
 處理污泥、廢油液和廢蠟水的新技術，減少有害廢棄物

¹ Annual energy consumption of one Chinese household is estimated to be 1,786 kWh.
 一個中國內地家庭每年的能源消耗約為1,786千瓦時。

Source 來源：Guo, J., Khanna, N. and Zheng, X., 2016. *Electricity Demand in Chinese Households: Findings from China Residential Energy Consumption Survey*. [ebook] Available at: <https://www.aceee.org/files/proceedings/2016/data/papers/9_76.pdf>.

Environmental Performance Highlights

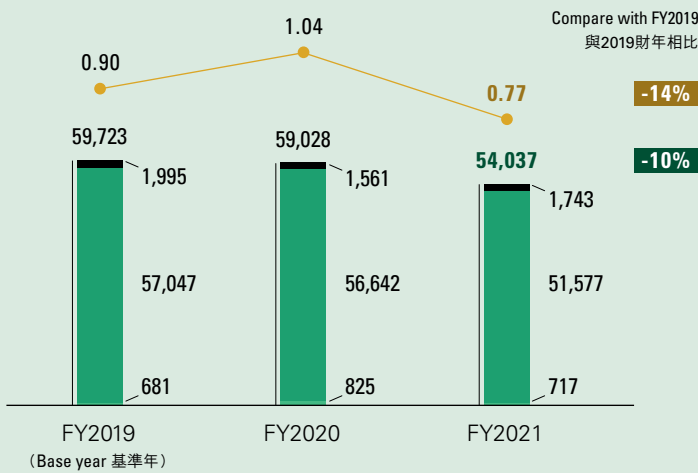
●●● 環境表現一覽 ●●●

Thanks to our initiatives in resource efficiency and increased group revenue in FY2021, our intensity performances in GHG, energy, water and waste have improved in FY2021.

2021財年的資源效益項目成果以及集團收入的增長，使我們於2021財年的溫室氣體、能源、用水和廢棄物密度的表現有所改善。

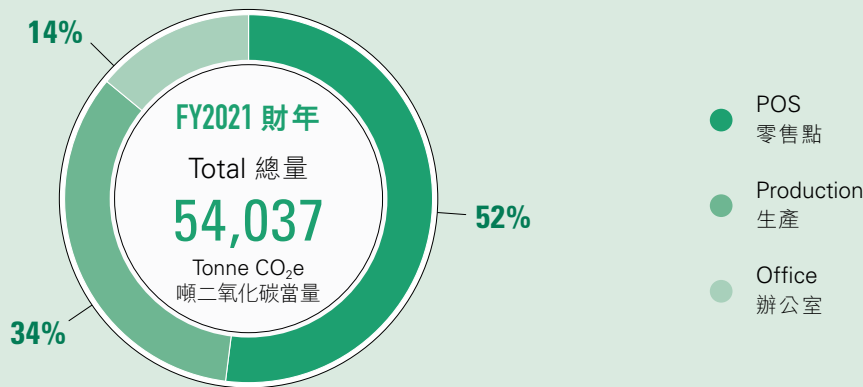
GHG and Energy 溫室氣體及用電

GHG emissions and intensity 溫室氣體排放及密度

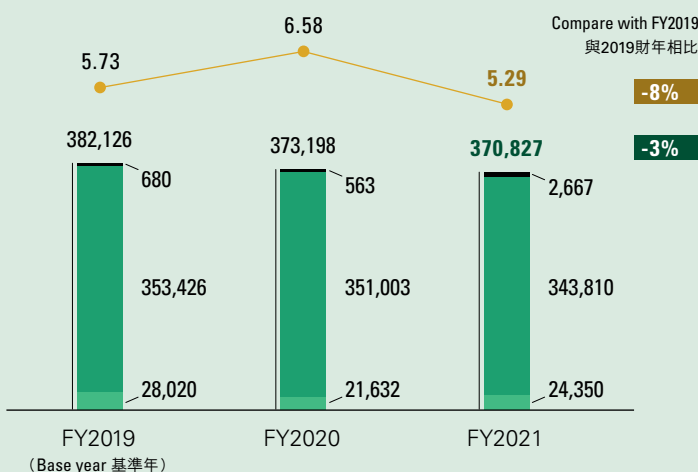


- Scope 1 direct emissions (Tonne CO₂e)
範圍一直接排放 (噸二氧化碳當量)
- Scope 2 indirect emissions (Tonne CO₂e)
範圍二間接排放 (噸二氧化碳當量)
- Scope 3 other indirect emissions (Tonne CO₂e)
範圍三其他間接排放 (噸二氧化碳當量)
- GHG intensity (Tonne CO₂e/HK\$1 million revenue)
溫室氣體密度 (噸二氧化碳當量/每百萬港元營業額)

GHG emissions by function 按功能劃分的溫室氣體排放



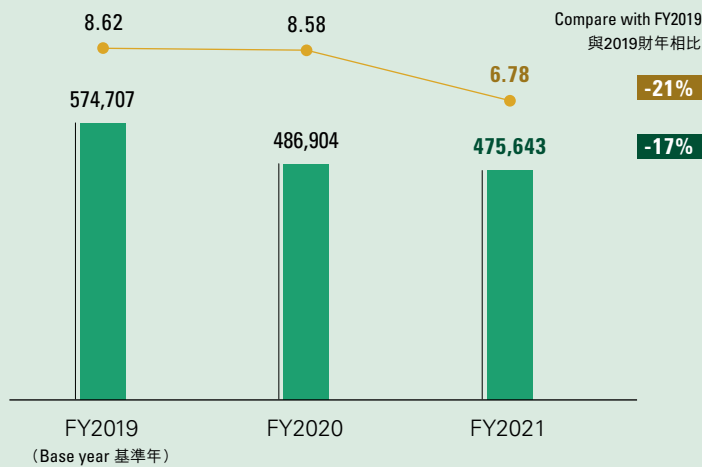
Energy consumption and intensity 能源消耗及密度



- Direct energy consumption - Renewable (GJ)
直接能量消耗 - 可再生能源 (GJ)
- Indirect energy consumption - Purchased electricity (GJ)
間接能量消耗 - 所購電力 (GJ)
- Direct energy consumption - Fuel (GJ)
直接能量消耗 - 燃料 (GJ)
- Energy intensity (GJ/HK\$1 million revenue)
能源密度 (GJ/每百萬港元營業額)

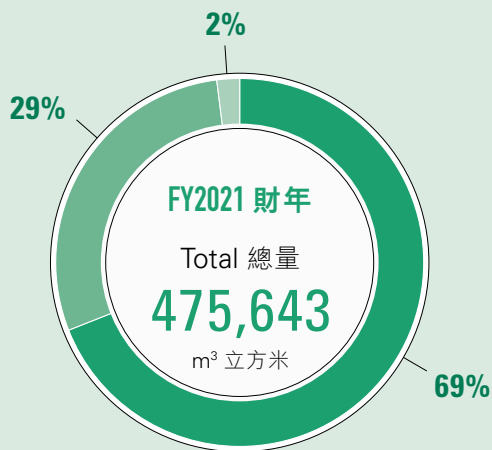
Water 用水

Water consumption and intensity 用水量及密度



- Water withdrawal from municipal water supply (m³)
市政用水取用量(立方米)
- Water intensity (m³/HK\$1 million revenue)
用水密度(立方米/每百萬港元營業額)

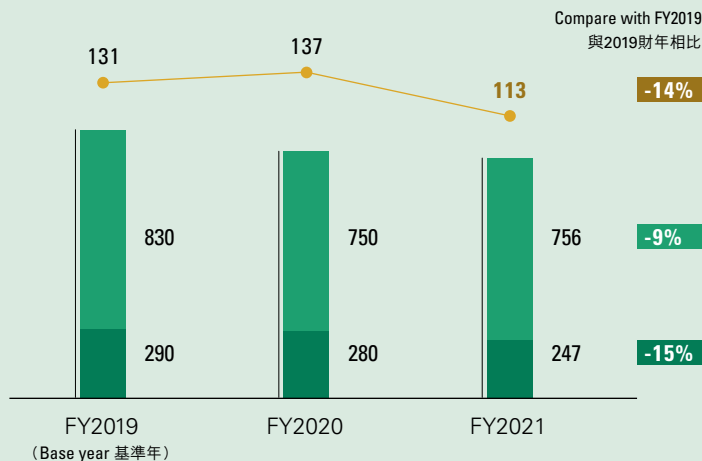
Water consumption by function 按功能劃分的用水量



- Production 生產
- Office 辦公室
- POS 零售點

Waste 廢棄物

Waste from production 來自生產過程的廢棄物



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



Refer to **Appendix D** for detailed environmental performance.
有關環境表現的詳情，請參閱**附錄D**。



Combating Climate Change

應對氣候變化

We are committed to aligning our reporting with the Task Force on Climate-related Financial Disclosures (“TCFD”) to tackle climate change related risks. A summary of some of the respective disclosures is outlined in the following table:

我們致力應對與氣候變化相關的風險，並根據氣候相關財務資訊披露工作組（「TCFD」）的披露建議匯報。下表說明部份相應的披露：

TCFD areas of disclosure TCFD披露範疇	Summary 摘要
 <p>Governance 管治</p>	<p>Our Sustainability Champions implement policies and initiatives with Board oversight by the Sustainability Committee. More details can be found in the Sustainability at Chow Tai Fook section in this Report.</p> <p>可持續發展先鋒執行的政策和項目，由董事會透過可持續發展委員會持續監督。有關詳情請參閱本報告內周大福的可持續發展章節。</p>
 <p>Strategy 策略</p>	<p>We identified physical and transitional climate risks and climate opportunities and set a 10-year Sustainability Strategy with targets and action plans.</p> <p>我們識別實體及過渡氣候風險及機會，並設定十年可持續發展策略目標和行動計劃。</p>
 <p>Risk management 風險管理</p>	<p>Climate-related risk identification and assessment is incorporated into our Group’s overall risk management approach and materiality assessment process.</p> <p>透過集團級別的風險管理系統和重要性評估，識別和評估氣候風險。</p>
 <p>Metrics and targets 指標和目標</p>	<p>We set our 2029 goal to reduce our GHG emissions intensity (per HK\$ 1 million revenue) by 15% in 2029 compared to our FY2019 baseline. We disclose our progress of GHG reduction and report our GHG emission annually.</p> <p>我們2029年的目標，是將我們的溫室氣體排放的密度（每百萬港元營業額），較2019財年相比降低15%。我們披露了減少溫室氣體的進展，並每年匯報溫室氣體排放量。</p>

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

有關我們回應的詳情，請參閱[集團網站](#)。





Green Engagement with Stakeholders

與持份者的環保互動

To further instill an environmental-conscious culture among our stakeholders, we organised various engagement initiatives to work with them to help protect the planet.

為進一步向持份者灌輸環保意識的文化，我們舉辦了多項參與計劃，宣揚保護地球的訊息。

Customers

顧客

We engaged our customers to reduce paper consumption at our POS through E-invoicing. We also used e-commerce delivery boxes made with FSC-certified carton paper, helping to save 3.1 hectares¹ of forest, which is equivalent to the size of 4.3 standard football pitches in FY2021.

為向顧客宣揚環保訊息，我們透過電子發票，減少零售點的紙張消耗。我們亦使用FSC認證紙張製成的電商郵寄盒，於2021財年保護了3.1公頃森林¹，相當於4.3個標準足球場。



1 Estimation provided by supplier
估算數字由供應商提供



As part of our collaboration with the SEE Foundation, for every purchase of the charity product series at CTF JEWELRIA, we donated HK\$24 for combating desertification.

我們與SEE基金會合作，其中一個項目為推出周大福善館慈善產品系列。每售出一件該系列的產品，我們會捐贈港幣24元，以防治荒漠化。

FY2021 財年

443 tonnes
公噸



Packaging material used for finished products
產品包裝物料

6.3 kg/HK\$1 million revenue
公斤/每百萬港元營業額



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

Employees

員工

We engaged our employees in fostering a resource efficient workplace and enhancing energy saving practices through activities such as the “Green Future, We Do” event at our Shenzhen Headquarters and an online sharing session on ecological conservation at our 91st Summit.

我們於深圳總部舉辦「綠色We來」，以及在第91屆峰會上舉行線上生態保護分享會，與員工一起建立環保職場，以培養同事對節能的習慣。



We launched an awareness campaign to share creative GIFs that feature green tips with employees digitally.

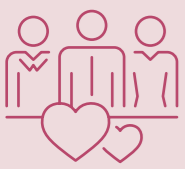
我們以數碼方式推出宣傳活動，利用創意動態貼圖與員工共享環保貼士。

Going Paperless with Electronic Employment Contract 無紙化電子僱傭合約

We became one of the first companies in Mainland China to participate in the electronic employment contract (“E-contract”) pilot programme. E-contract not only helps to save paper, but also reduces cost by 95%, shortens the employment contract processing time by 90% and minimises legal compliance-related risks. By combining the Chow Tai Fook’s Smart Talent app with blockchain technology, the pilot project has revolutionised employment contract management, which creates mutual benefits to both employees and the environment, saving a total of 1 million pieces of paper in FY2021.

我們參與電子僱傭合約（「電子合約」）計劃，為中國內地首批參與試點公司之一。電子合約不僅可節省紙張，更可將減少成本達95%，縮短處理僱傭合約的時間達90%，同時將違反相關法律的風險降低。透過結合周大福「智人」手機應用程式和區塊鏈技術，試點項目得以徹底改變僱傭合約管理模式，為員工和環境創造雙贏。2021財年總共節省一百萬張紙。





PEOPLE FOCUSED

以

為人 為本

Creating a Harmonious Workplace and Community

共建和諧的職場和社區

We believe that employees' health and happiness are crucial for sustaining a productive workplace to drive our continuous success. It is equally important for us to invest in the communities where we operate, sharing the fruits of our business success with the community and bringing blissfulness to those in need.

我們認為，員工的健康和福祉對於在職場保持高生產力至關重要，也是不斷取得成功的關鍵。對我們而言，投資於營運所在社區，與社區分享業務成功成果，並為有需要人們謀求福祉同樣重要。

Insight from Stakeholders 持份者見解

Chow Tai Fook responded swiftly to the pandemic, safeguarded the job of employees and was committed to community investment, which projected a positive corporate image. Chow Tai Fook should leverage this opportunity to further enhance its company's image and encourage customers to participate in charitable activities.

周大福面對疫情反應迅速，不但確保員工的生計，而且致力於社區投資，展現積極的企業形象。周大福應借助這次機會，進一步提升公司的形象，並鼓勵顧客參加慈善活動。

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%。

FY2021 Progress and Highlights 2021 財年進展和摘要



SDGs 聯合國可持續發展目標



Material Issues 重要性議題

- Safeguarding employees' wellbeing
保障員工的身心健康
- Ensuring occupational health and safety of employees
確保員工的職業健康與安全
- Focusing on training and career development
專注於培訓和職業發展
- Promoting diversity and inclusion
促進多元與共融
- Caring for the community
關懷社區





Employee Empowerment

員工賦能

Fair Employment Practices

公平的僱傭準則

We strive to maintain a fair, diverse and equal workplace and ensure that employees enjoy the rights and benefits to which they are entitled, such as in the areas of compensation and welfare, and transfer and promotion as stipulated in the Employee Handbook. We implement various policies about prevention of child and forced labour and anti-discrimination as documented in our Company's Best Practice Principles and communicated to employees during on-boarding and refresher trainings. For instance, our employees in Hong Kong received around 400 hours of training on anti-discrimination in FY2021. We also ensure that employees receive a fair process for staff recruitment, compensation, training, job rotation and promotion.

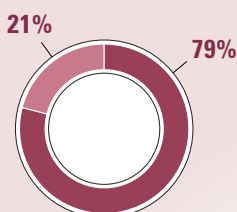
我們努力維護公平、多元和和平等的職場，並確保員工享有應有的權利和福利，例如在員工手冊中訂明薪酬和福利，以及調動和晉升等方面的細則。我們根據最佳執業守則，實施有關防止童工、強迫勞動和反歧視等多個政策，並在入職和進修培訓期間與員工溝通。例如，在2021財年，我們為香港員工提供約400個小時的反歧視培訓。此外，我們以既定程序招聘、調整薪酬、培訓、輪換工作和安排晉升，確保所有員工獲得公平的對待。

FY2021 財年

By Gender

按性別劃分

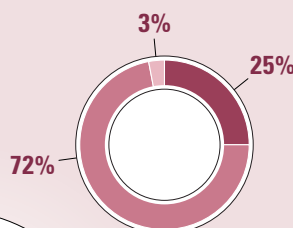
- Female 女
- Male 男



By Age

按年齡劃分

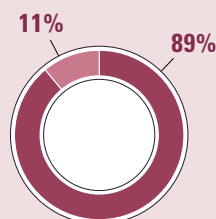
- < 30
- 30-50
- > 50



By Geographical Region

按地域劃分

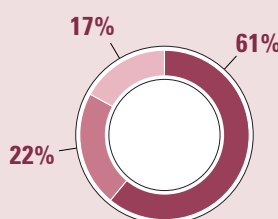
- Mainland China 中國內地
- Hong Kong and Macau 香港及澳門



By Function

按功能劃分

- POS 零售點
- Office 辦公室
- Production 生產



Note 備註：

Employee headcount and turnover data are confined to our Group's core and material business units in Mainland China, and Hong Kong and Macau
員工人數及流失數據僅限於集團在中國內地、香港和澳門的核心及重要業務單位

Empowering Intrapreneurship

••• 賦能培育內企業家 •••

We foster a spirit of intrapreneurship among our employees through various initiatives to enhance their self-motivation and leadership skills. To achieve this, we accelerated our digital learning initiatives for employees in view of changing the workplace pattern by making use of our Smart Learning app and Smart Talent app. We offered various kinds of training covering products, customer experience, leadership and achieved a 39% year-on-year growth in online training hours.

我們透過多個項目，培養員工的內企業家精神，從而增強員工自我激勵和領導的能力。為達成這個目標，我們利用「智學」和「智人」手機應用程式，改變員工固有的職場工作模式，加快員工在線上學習的能力。我們提供的課程涵蓋產品、顧客體驗、領導能力等，線上培訓時數

按年增長39%。



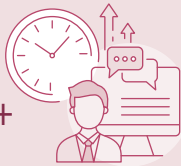
● **Slash, our co-working space at Shenzhen Headquarters, offers workshops and funfairs that stimulate our employees to become "slashies", who possess skills and innovative ideas for multiple careers.**

我們於深圳總部設立了共享工作空間Slash，舉辦工作坊及嘉年華會，激發員工成為擁有多種職業技能和創新思維的「斜槓族」。



FY2021 財年

1,600,000⁺



Total training hours
 培訓總時數

57



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



Global Competencies for Synergised Growth 全人發展環球能力

To ensure the capabilities of our global workforce are aligned with the strategic objectives, we integrated our competency models into a comprehensive framework - the Chow Tai Fook Global Competencies. The five competencies, namely *Global Perspective*, *Customer Centricity*, *Breakthrough Innovation*, *Result Ownership*, and *Shared Value*, have crystallised what every colleague at Chow Tai Fook needs to develop and deliver in daily work, in order to live our values and contribute to the strategic objectives. In rolling out the initiative, we conducted a series of focus groups and sharing sessions to enhance employees' awareness of the core competencies.

為確保我們全球員工的能力能配合策略目標，我們將能力模型整合為綜合框架—周大福環球能力指標，即國際視野、顧客思維、創新突破、成果責任和共享價值五項能力。這些指標，已結合了周大福的每位員工，在日常工作中需要發展和具備的能力，以體現我們的價值觀並為策略目標貢獻。為配合計劃推出，我們舉行了一系列焦點小組討論和分享會，以增強員工對核心能力的認識。





Global Innovation Award 創者無界

Selected winning pitches

部分勝出提案

CloudSales 365 – Empowering sales with technology
雲商 365 — 以科技提升銷售能力



We organised the first Global Innovation Award in May 2020 to stimulate innovative ideas and enhance our employees' vision from inspirations from our operations around the world. More than 700 innovation proposals were received globally. The finalists were invited to pitch their proposals to a panel of internal and external judges on a livestreaming broadcast and three proposals were selected. Support from management was provided to winning teams to develop their ideas in full.

我們於2020年5月舉行首屆創者無界，從各地的營運團隊中汲取靈感，以激發創新思維，同時擴闊員工的視野。我們從全球收到了700多項創新建議，並讓邀請決賽入圍隊伍透過線上直播，向內部和外部評審小組發表提案內容，最後選出三個提案。管理層為獲勝團隊提供支持，讓他們實現構思。

CTF All-in-one Smart Card – Streamlining logistic and sales processes

周大福一卡通 — 簡化物流和銷售流程

Reimagining Retail with the New Generation

與新世代玩創零售

Attracting young talents is vital for our business succession. Direct from campus, young graduates joining Chow Tai Fook can experience a working environment where heritage meets innovation. Our Management Trainees, Smart Innovators, and E-Interns were exposed to upstream, midstream, and downstream facilities of the business through fieldtrips.

吸引年輕人才是我們的業務永續傳承的關鍵。剛離開校園踏足社會的年輕畢業生，可以體驗傳統與創新相結合的工作環境。我們的管理培訓生、智學大使和虛擬實習生，通過實地考察，有機會接觸企業上中下游的設施。



We also organised the “My Modern Shop” Competition for the second year in FY2021 and received over 3,000 innovative entries from high school students in Mainland China. The competition was hugely successful in unlocking the innovative spirit of young talents and inspiring them to become future leaders in the jewellery industry.

於2021財年，我們連續第二年舉辦「我的摩登店舖」比賽，共收到3,000多份來自中國內地高中生的創新作品。是次比賽非常成功，不僅發揮出年輕人才的創新精神，同時鼓勵他們立志成為珠寶行業的未來領袖。



E-Internship 虛擬實習計劃

Our “E-Internship” initiative inspired our employee teams to adopt an agile way of collaboration during the pandemic. More than 40 university students participated in the E-Internship and demonstrated their innovative skills in digitalisation and online marketing by playing the role of Key Opinion Leaders (“KOLs”) to promote their assigned jewellery brands. Through a reverse mentorship programme, our employees obtained valuable insights from the E-Interns for formulating future business strategies. In return, the E-Interns gained exposure to the corporate world and the jewellery industry.

在 疫情期間，我們推出了「虛擬實習計劃」，鼓勵員工團隊採取靈活變通的合作形式。參加了這項計劃的40多名大學生，要作為關鍵意見領袖推廣指定珠寶品牌，展示他們在數碼化和線上市場推廣方面的創新技能。透過逆向師友計劃，我們的員工從虛擬實習生當中，獲得了寶貴的意見，有助於制定未來的業務策略。反之，虛擬實習生藉此接觸企業界和珠寶行業。



Employee wellbeing

員工身心健康

Employees' health and wellbeing is important for us in building a productive and inclusive workplace. We organise different initiatives in this regard to foster workplace wellness, such as the Employee Assistance Programme ("EAP") in Mainland China, Hong Kong and Macau, to provide various counselling services and staff wellness programmes. In FY2021, we enhanced the initiative in Mainland China through recruiting an EAP Ambassador. We also collaborated with the Richmond Fellowship of Hong Kong to provide training for around 20 employees in communication and mindfulness to alleviate their stress in the workplaces.

員工的身心健康對建立高效且共融的職場至關重要。為此，我們推行多項促進職場健康的計劃，例如適用於中國內地、香港和澳門的僱員支援服務計劃（「EAP」），為員工提供各種輔導服務和員工心理健康計劃。在2021財年，我們透過招募EAP大使，加強對中國內地的支援。我們還與香港利民會合作，為約20名員工提供溝通和正念方面的培訓，以減輕他們的職場壓力。



Occupational Health and Safety ("OHS")

職業健康與安全

Workplace health and safety remains an integral part of our business. We maintain a safe workplace under the guidance of the Occupational Safety and Health Policy, which is overseen by our Occupational Safety and Health Committee. In FY2021, we enhanced our safety management system and measures in all our production hubs by adopting the more stringent ISO 45001 standards, migrating from OHSAS 18001. As there was an upward trend in traffic-related injuries, we organised a road safety campaign at our production hub in Wuhan in collaboration with the Hengdian Street Committee to educate colleagues through promoting road safety to the public.

職場健康與安全乃業務不可或缺的一部分。我們以職業安全健康政策為指導，並由職業安全健康委員會作監督，致力提供安全的工作環境。從2021財年開始，我們已從OHSAS 18001過渡至更嚴格的ISO 45001標準，加強了所有生產基地的安全管理體系和措施。由於交通相關意外有上升趨勢，我們與橫店街團工委合作，於武漢生產基地舉辦道路安全活動，教育員工的同時又可向公眾宣傳道路安全。



FY2021 財年



Community Engagement

社區參與

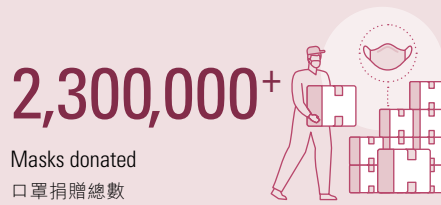


We engage and build long-lasting relationship with the communities where we operate to realise our “Do Good” spirit. Examples of the community engagement activities organised in FY2021 are featured as follows:

我們與經營所在社區建立長期的合作關係，共同發揚「Do Good」精神。以下是2021財年舉辦社區參與活動的示例：



FY2021 財年



Green

環保

Supporting Green Peacock Conservation 保護綠孔雀

We collaborated with the SEE Foundation to participate in Tencent's 99 Charity Day to support green peacock conservation in Mainland China through engaging more than 1,000 employees and their families through charity solitaire and charity coupons.

我們與SEE基金會合作，參加了騰訊99公益日，透過慈善接龍遊戲和公益消費券吸引了1,000多名員工及其家屬參加，以保護中國內地的綠孔雀瀕危動物。



Combating Invasive Alien Species 抵禦綠怪入侵

Our volunteer team and their family members assisted to eradicate 80 kg of White Popinac, an invasive alien plant species in Futian Mangrove Ecological Park.

我們的義工隊及其家屬，合力在福田紅樹林生態公園去除80公斤外來入侵植物物種銀合歡。

Soap Recycling 一起再皂

Our volunteer team participated in activities hosted by Soap Cycling, a Hong Kong NGO to recycle soap and helped process 52 kg of soap to donate to the underprivileged to improve their sanitary conditions.

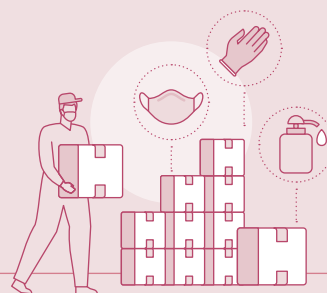
我們的義工隊，參加了由香港慈善機構再皂福舉辦的肥皂回收活動。期間，義工「再皂」了52公斤香皂捐贈給弱勢群體，以改善他們的衛生狀況。



Donation for Tucheng School Kids 愛心捐助土城小學的孩子

Our volunteer team in Yichang in Mainland China donated facemasks manufactured by Chow Tai Fook and other sanitary products to school kids in Tucheng Primary School.

我們在中國內地宜昌的義工隊，將周大福生產的口罩，以及其他衛生用品，捐贈給土城小學的學童。





“Walk for Love” at National Volunteer Day 全國義工日「益起出發 步步為愛」

During the Group's ninth National Volunteer Day on 19 September 2020, our volunteers across various regions in Mainland China joined the “Walk for Love” charitable walking challenge. Volunteer teams with more than 13,000 participants across 32 cities in Mainland China took part in a 9 km walking challenge. Through the activity, our volunteers not only had an opportunity to enhance their physical fitness but also strengthened their commitment in social responsibility.

集團於2020年9月19日舉行第九屆全國義工日，與中國內地各地的義工參加「益起出發 步步為愛」慈善步行挑戰賽。來自中國內地32個城市的13,000多名義工，一起參加了9公里的步行挑戰賽。透過這項活動，我們的義工不僅有機會強身健體，更能加強他們對社會的責任感。



Together we walked and donated:
我們步行並捐贈了：





Do Good ~ Caring Action 愛·關懷·行動

We launched the "Do Good ~ Caring Action" project in collaboration with more than 60 NGOs, such as Sik Sik Yuen and Society for Community Organization ("SoCO"), to provide service to help the elderly, the disabled and underprivileged families in the community. These included in-flat maintenance, pest control, cleaning as well as providing basic necessities.

我們與耆色園和香港社區組織協會等60多個慈善機構合作，發起「愛·關懷·行動」，為社區中的長者、殘疾人士和弱勢家庭，提供家居維修、滅蟲、清潔等服務，以及基本生活用品。



The project won the "Outstanding Partnership Project Award 2019/20" by the Caring Company. We will continue to use the project's platform to leverage collective efforts of our volunteers and NGOs to strengthen our assistance to the community.

項目獲得商界展關懷頒發的「傑出伙伴合作計劃獎2019/20」。我們將繼續透過「愛·關懷·行動」，與義工和慈善機構共同努力，以加強我們對社區的援助。



Appendix A: Sustainability Awards and Recognitions



附錄 A：可持續發展獎項及嘉許

Sustainability Indices 可持續發展指數

Hang Seng Corporate Sustainability Index Series

- Hang Seng Corporate Sustainability Benchmark Index
- Hang Seng ESG 50 Index

恒生可持續發展企業指數系列

- 恒生可持續發展企業基準指數
- 恒生ESG50指數

Hang Seng Indexes Company Limited

恒生指數有限公司

Governance 管治

10th Asian Excellence Award 2020

- Asia's Best CEO (Investor Relations) – Kent Wong
- Asia's Best CFO (Investor Relations) – Hamilton Cheng
- Asia's Best CSR
- Best Investor Relations Company
- Best Investor Relations Professional – Danita On

第十屆亞洲卓越大獎 2020

- 亞洲最佳行政總裁(投資者關係) — 黃紹基
- 亞洲最佳首席財務總監(投資者關係) — 鄭炳熙
- 亞洲最佳社會責任企業
- 最佳投資者關係企業
- 最佳投資者關係專員 — 安殷霖

Corporate Governance Asia

亞洲企業管治

LACP 2019 Vision Awards Annual Report Competition

- Gold Award
- Best Report Financials (Bronze)
- Top 100 Reports Worldwide
- Top 50 Chinese Reports of 2019
- Top 40 Reports (Asia-Pacific Region)

LACP 2019 視覺獎年報大賽

- 金獎
- 最佳財務報告(銅獎)
- 全球最佳100本年報
- 最佳50本2019年度中文年報
- 亞太地區最佳40本年報

League of American Communications

Professionals LLC
美國通訊聯盟

LACP 2019 Vision Awards Sustainability Report Competition

- Silver Award
- Best Report Financials (Bronze)
- Top 100 Reports Worldwide
- Top 50 Chinese Reports of 2019
- Top 40 Reports (Asia-Pacific Region)

LACP 2019 視覺獎可持續發展報告大賽

- 銀獎
- 最佳財務報告(銅獎)
- 全球最佳100本年報
- 最佳50本2019年度中文年報
- 亞太地區最佳40本年報

League of American Communications

Professionals LLC
美國通訊聯盟

Governance 管治

<p>iNOVA Awards 2020</p> <ul style="list-style-type: none"> • Grand Award (Best of Sustainability Report) • Gold Award (Online Annual Reports: Sustainability Report) <p>iNOVA大獎 2020</p> <ul style="list-style-type: none"> • 榮譽大獎(最佳可持續發展報告) • 金獎(網上年報：可持續發展報告) 	MerComm, Inc.
<p>ARC Awards 2020</p> <ul style="list-style-type: none"> • Gold Award (Traditional Annual Report: Jewelry) <p>ARC大獎 2020</p> <ul style="list-style-type: none"> • 金獎(傳統年報：珠寶) 	MerComm, Inc.
<p>The International Annual Report Design Awards 2020</p> <ul style="list-style-type: none"> • Silver Award (Overall – Integrated Presentation: Sustainability Report) • Bronze Award (Retail – Integrated Presentation: Annual Report) <p>2020 國際年報設計大獎</p> <ul style="list-style-type: none"> • 銀獎(多元化業務 — 綜合演示：可持續發展報告) • 銅獎(零售業務 — 綜合演示：年報) 	IADA International Limited
<p>Asia Responsible Enterprise Awards 2020</p> <ul style="list-style-type: none"> • Asia Responsible Enterprise Awards (Corporate Governance Category) <p>亞洲企業社會責任獎 2020</p> <ul style="list-style-type: none"> • 亞洲企業社會責任獎(企業治理獎) 	Enterprise Asia
<p>6th Investor Relations Awards 2020</p> <ul style="list-style-type: none"> • Best Annual Report (Large Cap) • Best ESG (Governance – Large Cap) <p>2020年第六屆投資者關係大獎</p> <ul style="list-style-type: none"> • 最佳年報獎(大型股) • 最佳可持續發展獎(企業管治 — 大型股) 	Hong Kong Investor Relations Association 香港投資者關係協會
<p>Listed Company Awards of Excellence 2020</p> <ul style="list-style-type: none"> • Main Board (Large-Cap) <p>上市公司卓越大獎 2020</p> <ul style="list-style-type: none"> • 主版(大市值) 	Hong Kong Economic Journal 信報財經新聞
<p>2020 HKMA Best Annual Reports Awards</p> <ul style="list-style-type: none"> • Honourable Mention <p>香港管理專業協會2020年最佳年報比賽</p> <ul style="list-style-type: none"> • 優異年報 	The Hong Kong Management Association 香港管理專業協會
<p>Best Corporate Governance Awards 2020</p> <ul style="list-style-type: none"> • Corporate Governance Awards – H-share Companies and Other Mainland Enterprises Category: Gold Award <p>最佳企業管治大獎 2020</p> <ul style="list-style-type: none"> • 企業管治獎 — H股公司與其他中國內地企業組別：金獎 	Hong Kong Institute of Certified Public Accountants 香港會計師公會
<p>IR Magazine Awards Greater China 2020</p> <ul style="list-style-type: none"> • Certificate for Excellence in Investor Relations <p>IR Magazine大獎 — 大中華區2020</p> <ul style="list-style-type: none"> • 投資者關係卓越表現證書 	IR Magazine
<p>JNA Awards 2020</p> <ul style="list-style-type: none"> • Lifetime Achievement Award – Kent Wong <p>2020年度JNA大獎</p> <ul style="list-style-type: none"> • 終身成就獎 — 黃紹基 	Informa Markets
<p>DHL/SCMP Hong Kong Business Awards 2020</p> <ul style="list-style-type: none"> • Executive Award – Kent Wong <p>DHL/南華早報香港商業獎 2020</p> <ul style="list-style-type: none"> • 傑出管理獎 — 黃紹基 	DHL/SCMP DHL/南華早報

Social 社會

<p>Best HR Awards 2020</p> <ul style="list-style-type: none"> • Best Innovative HR Initiative Award – Platinum • Best Management Trainee Programme Award – Gold <p>最佳人力資源大獎 2020</p> <ul style="list-style-type: none"> • 最佳人力資源創新倡議大獎 — 白金獎 • 最佳管理培訓生計劃大獎 — 金獎 	CTgoodjobs
<p>HR Distinction Awards 2020</p> <ul style="list-style-type: none"> • Excellence in Organisation Development – Gold • Excellence in Crisis Management – Gold • Excellence in Graduate Recruitment / Development – Silver • Excellence in Innovative Business Solutions – Bronze <p>人力資源卓越大獎 2020</p> <ul style="list-style-type: none"> • 企業發展卓越大獎 — 金獎 • 危機管理卓越大獎 — 金獎 • 畢業生招聘/發展卓越大獎 — 銀獎 • 創新業務解決方案卓越大獎 — 銅獎 	HumanResources Online
<p>China Talent Development Awards 2019–2020</p> <ul style="list-style-type: none"> • Elite Award • Achievement Category – Middle and Senior Management Training Award <p>中國人才發展菁英獎 2019–2020</p> <ul style="list-style-type: none"> • 菁英獎 • 成果類 — 中高層管理者培養獎 	Training Magazine 培訓雜誌
<p>Good Employer Charter 2020</p> <p>好僱主約章 2020</p>	Labour Department 勞工處
<p>Good MPF Employer 2019–2020</p> <ul style="list-style-type: none"> • Good MPF Employer Award • e-Contribution Award • MPF Support Award <p>積金好僱主 2019–2020</p> <ul style="list-style-type: none"> • 積金好僱主 • 電子供款獎 • 積金推廣獎 	Mandatory Provident Fund Schemes Authority 強制性公積金計劃管理局
<p>Outstanding Partnership Project Award 2019/20</p> <p>傑出伙伴合作計劃獎 2019/20</p>	The Hong Kong Council of Social Service 香港社會服務聯會
<p>Social Capital Builder Awards 2020</p> <ul style="list-style-type: none"> • Social Capital Builder Logo Award <p>社會資本動力獎 2020</p> <ul style="list-style-type: none"> • 社會資本動力標誌獎 	Labour and Welfare Bureau 勞工及福利局

Environmental 環境

<p>CDP Climate Change Questionnaire 2020</p> <ul style="list-style-type: none"> • Rating: B- <p>CDP氣候變化問卷調查2020</p> <ul style="list-style-type: none"> • 評級：B- 	CDP
<p>Hong Kong Green Awards 2020</p> <ul style="list-style-type: none"> • Environmental, Health and Safety Award (Large Corporation) – Silver <p>香港綠色企業大獎 2020</p> <ul style="list-style-type: none"> • 超卓環保安全健康獎(大型企業) — 銀獎 	Green Council 環保促進會

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
A. Environmental 環境			
Aspect A1: Emissions 層面A1：排放物			
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 Throughout the reporting period, we complied with all relevant emission laws and regulations applicable to the location of our production hubs, such as Atmospheric Pollution Prevention and Control Law of the People's Republic of China; and Law of the People's Republic of China on the Prevention and Control of Environment Pollution Caused by Solid Wastes 在整個報告期內，我們遵守適用於生產基地所在地的所有排放法律和規例，如中華人民共和國大氣污染防治法和固體廢物造成的環境污染防治法	34-38
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 資源效率及減碳 Appendix D: Sustainability Key Performance Indicators ("KPI") 附錄D：可持續發展關鍵績效指標	36 60
KPI A1.2	Direct (Scope 1) and energy indirect (Scope 2) greenhouse gas emissions (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility) 直接(範圍1)及能源間接排放(範圍2)溫室氣體排放量(以噸計算)及(如適用)密度(如以每產量單位，每項設施計算)	Resource Efficiency and Carbon Reduction 資源效率及減碳 Appendix D: Sustainability Key Performance Indicators ("KPI") 附錄D：可持續發展關鍵績效指標	36 60
KPI A1.3	Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility) 所產生有害廢棄物總量(以噸計算)及(如適用)密度(如以每產量單位，每項設施計算)	Resource Efficiency and Carbon Reduction 資源效率及減碳 Appendix D: Sustainability Key Performance Indicators ("KPI") 附錄D：可持續發展關鍵績效指標	37 61
KPI A1.4	Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility) 所產生無害廢棄物總量(以噸計算)及(如適用)密度(如以每產量單位，每項設施計算)		
KPI A1.5	Emission target(s) set and steps taken to achieve them 所訂立的排放量目標及為達到這些目標所採取的步驟	Resource Efficiency and Carbon Reduction 資源效率及減碳	33-35
KPI A1.6	How hazardous and non-hazardous wastes are handled, and a description of reduction target(s) set and steps taken to achieve them 處理有害及無害廢棄物的方法，及描述所訂立的排放量目標及為達到這些目標所採取的步驟	Resource Efficiency and Carbon Reduction 資源效率及減碳	33-35
Aspect A2: Use of Resource 層面A2：資源使用			
General disclosure 一般披露	Policies on 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 資源效率及減碳	33-35, 39-40

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 A2.1	Direct and/or indirect energy consumption by type (e.g. electricity, gas or oil) in total (kWh in '000s) and intensity (e.g. per unit of production volume, per facility) 按類型劃分的直接及/或間接能源(如電、氣或油)總耗量(以千個千瓦時計算)及密度(如以每產量單位、每項設施計算)	Resource Efficiency and Carbon Reduction 資源效率及減碳	36
		Appendix D: Sustainability Key Performance Indicators ("KPI") 附錄D: 可持續發展關鍵績效指標	60
KPI A2.2	Water consumption in total and intensity (e.g. per unit of production volume, per facility) 總耗水量及密度(如以每產量單位、每項設施計算)	Resource Efficiency and Carbon Reduction 資源效率及減碳	37
		Appendix D: Sustainability Key Performance Indicators ("KPI") 附錄D: 可持續發展關鍵績效指標	61
KPI A2.3	Energy use efficiency target(s) set and steps taken to achieve them 所訂立的能源使用效益目標及為達到這些目標所採取的步驟	Resource Efficiency and Carbon Reduction 資源效率及減碳	33-34
KPI A2.4	Whether there is any issue in sourcing water that is fit for purpose, water efficiency target(s) set and steps taken to achieve them 求取適用水源上可有任何問題, 以及訂立的用水效益目標及為達到這些目標所採取的步驟	Resource Efficiency and Carbon Reduction 資源效率及減碳 The water consumed by our Group in Mainland China and Hong Kong comes from municipal water supplies. There were no issues related to sourcing water that was fit for purpose in FY2021 集團在中國內地和香港所使用的水均來自市政供水。2021財年並沒有採購合適用水的問題	34-35
KPI A2.5	Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced 製成品所使用包裝材料的總量(以噸為單位), 以及(如適用)每生產單位佔量	Resource Efficiency and Carbon Reduction 資源效率及減碳	35, 39
		Appendix D: Sustainability Key Performance Indicators ("KPI") 附錄D: 可持續發展關鍵績效指標	61

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	Responsible Sourcing 責任採購	26-28
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	Resource Efficiency and Carbon Reduction 資源效率及減碳	34-35

Aspect A4: Climate change 層面A4: 氣候變化

General disclosure 一般披露	Policies on identification and mitigation of significant climate-related issues which have impacted, and those which may impact, the issuer 識別和應對已經及可能對發行人產生影響的重大氣候相關事宜的政策	Resource Efficiency and Carbon Reduction 資源效率及減碳	38
KPI A4.1	The significant climate-related issues which have impacted, and those which may impact, the issuer, and the actions taken to manage them 已經及可能會對發行人產生影響的重大氣候相關事宜, 及應對行動		

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 Throughout the reporting period, we complied with all relevant employment laws and regulations, such as Labor Law of the People's Republic of China and Employment Ordinance (Cap. 57) of Hong Kong 在整個報告期內, 我們遵守適用的所有僱傭法律和規例, 如中華人民共和國勞動法和香港的僱傭條例(第57章)	42
----------------------------	---	---	----

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 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	Appendix D: Sustainability Key Performance Indicators ("KPI") 附錄D：可持續發展關鍵績效指標	62
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	46
KPI B2.1	Number and rate of work-related fatalities occurred in each of the past three years including the reporting year 過去三年(包括匯報年度)每年因工亡故的人數及比率	Appendix D: Sustainability Key Performance Indicators ("KPI") 附錄D：可持續發展關鍵績效指標	62
KPI B2.2	Lost days due to work injury 因工傷損失工作日數	Throughout the reporting period, we complied with all relevant health and safety laws and regulations, such as Work Safety Law of the People's Republic of China 在整個報告期內，我們遵守適用於生產基地所在地的所有健康與安全法律和規例，如中華人民共和國安全生產法	
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		
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	43
KPI B3.1	The percentage of employees trained by gender and employee category 按性別和員工類別劃分的受訓員工百分比	People Focused 以人為本 Employee Empowerment 員工賦能 All our employees have access to induction training, on-the-job training and our Smart Learning App 所有員工均可接受迎新和在職培訓，並可使用「智學」手機應用程式	63
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 Employee Empowerment 員工賦能 Appendix D: Sustainability Key Performance Indicators ("KPI") 附錄D：可持續發展關鍵績效指標	43 63
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 Throughout the reporting period, we complied with all relevant employment laws and regulations, such as Labor Law of the People's Republic of China and Employment Ordinance (Cap. 57) of Hong Kong 在整個報告期內，我們遵守適用的所有僱傭法律和規例，如中華人民共和國勞動法和香港的僱傭條例(第57章)	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		

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
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	25-27
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	Responsible Sourcing 責任採購	26
KPI B5.3	Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored 描述有關識別供應鏈每個環節的環境和社會風險的慣例，以及相關執行及監察方法	Responsible Sourcing 責任採購	26-27
KPI B5.4	Description of practices used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored 描述在揀選供應商時促使多個環保產品及服務的慣例，以及相關執行及監察方法	Responsible Sourcing 責任採購	27

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 Ethical Business Practices 營商操守 Throughout the reporting period, we complied with all relevant product responsibility laws and regulations, such as Law of the People's Republic of China on the Protection of Consumer Rights and Interests and Trade Descriptions Ordinance (Chapter 362) of Hong Kong 在整個報告期內，我們遵守適用的所有產品責任法律和規例，如中華人民共和國消費者權益保護法和香港的商品說明條例(第362章)	21
KPI B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons 已售或已運送產品總數中因安全與健康理由而須回收的百分比	During the financial year, the Group did not recall any products because of substantiated safety and health reasons 本財政年度內，集團並沒有因重大健康與安全為由，回收已售或已運送的產品	57
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 substantiated 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，以及私隱的重大投訴	57
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	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	57

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 B6.4	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 Ethical Business Practices 營商操守	21
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 Ethical Business Practices 營商操守	20
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 Ethical Business Practices 營商操守	20
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	During the financial year, there were no concluded legal cases regarding corrupt practices that were brought against the Group, nor our employees 本財政年度內，本集團及旗下員工並無涉及任何已審結的貪污法律訴訟	
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	Corporate Governance 企業管治 Ethical Business Practices 營商操守	20
KPI B7.3	Description of anti-corruption training provided to directors and staff 描述向董事及員工提供的反貪污培訓	Corporate Governance 企業管治 Ethical Business Practices 營商操守	20
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	Our COVID-19 Caring Initiative 疫情期間展關懷 Community Engagement 社區參與	22-23 41, 47-50
KPI B8.1	Focus areas of contribution (e.g. education, environmental concerns, labour needs, health, culture, sport) 專注貢獻範疇(例如教育、環境問題、勞動力需求、健康、文化、體育)	Appendix D: Sustainability Key Performance Indicators ("KPI") 附錄D：可持續發展關鍵績效指標	63
KPI B8.2	Resources contributed (e.g. money or time) to the focus area 在專注範疇所動用的資源(例如金錢或時間)		

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 methods 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"> CTF Club newsletter and membership activities 周大福會員通訊及活動 Website 網站 CloudSales 365, Cloud Kiosk 雲商365、雲櫃台 Social media 社交媒體 Customer hotlines and enquiry mailbox 顧客熱線及查詢郵箱 	<ul style="list-style-type: none"> Quality control on products 產品品質監控 Quality customer service 優質的顧客服務 Customer privacy 顧客私隱 Ethically responsible sourcing 道德與責任採購
Employees 員工	<ul style="list-style-type: none"> Sustainability focus groups and surveys 可持續發展焦點小組及問卷調查 Staff satisfaction survey 員工滿意度調查 Staff grievance mailbox 員工申訴郵箱 Group newsletter and staff activities 集團簡訊及員工活動 	<ul style="list-style-type: none"> Business development, strategies and prospects 業務發展、策略及前景 Sustainability strategy as well as risk and opportunities 可持續發展策略，以及風險與機遇 Employee remuneration, benefits and wellbeing 員工薪酬、福利及身心健康 Training and career development 培訓及職業發展 Ethical business practices 營商操守 Craftsmanship preservation and innovation 工藝傳承及創新
Business partners 業務夥伴	<ul style="list-style-type: none"> Sustainability interviews and surveys 可持續發展訪談及問卷調查 Business meetings 業務會議 Group website 集團網站 Supplier conferences 供應商大會 	<ul style="list-style-type: none"> Sustainability strategy as well as risk and opportunities 可持續發展策略，以及風險與機遇 Ethical business practices 營商操守 Quality control on products 產品品質控制 Responsible sourcing 責任採購 Data protection 數據安全保障
Industry associations 行業協會	<ul style="list-style-type: none"> Sustainability interviews and surveys 可持續發展訪談及問卷調查 Industry association activities and conferences 商會活動及研討會 Visits 參觀活動 Group website 集團網站 	<ul style="list-style-type: none"> Corporate value and ethical business practices 企業價值及營商操守 Customer care 顧客服務 Resource efficiency and carbon reduction 資源效益及減碳
Investors 投資者	<ul style="list-style-type: none"> Sustainability interviews and surveys 可持續發展訪談及問卷調查 Analyst results conferences/live webcasts 分析員發佈會/即時線上簡報會 Investor meetings and conferences 投資者會談及研討會 Non-deal roadshows 非交易路演 Group website 集團網站 Annual General Meeting 股東週年大會 Company announcements and circulars 公司公告及通函 Investor relations e-mailbox 投資者關係電子郵箱 	<ul style="list-style-type: none"> Business development, strategies and prospects 業務發展、策略及前景 Sustainability strategy as well as risk and opportunities 可持續發展策略，以及風險與機遇 Branding, reputation and risk management 品牌、聲譽及風險管理 Corporate governance 企業管治 Ethical business practices 營商操守 Resource efficiency 資源效益
Media 傳媒	<ul style="list-style-type: none"> Media interviews and luncheons 傳媒訪問及午餐會 Press conferences/live webcasts 新聞發佈會/即時線上簡報會 Company announcements and circulars 公司公告及通函 Press releases 新聞稿 Group website 集團網站 Media e-mailbox 傳媒電子郵箱 	<ul style="list-style-type: none"> Business development, strategies and prospects 業務發展、策略及前景 Corporate governance 企業管治 Quality products and customer service 優質的產品及顧客服務 Community care 社區關懷
NGOs 慈善團體	<ul style="list-style-type: none"> Sustainability interviews and surveys 可持續發展訪談及問卷調查 Community and NGO activities 社區和慈善團體活動 	<ul style="list-style-type: none"> Corporate value and ethical business practices 企業價值及營商操守 Employee wellbeing and diversity 員工身心健康及多元共融 Ethically responsible sourcing 道德與責任採購 Resource efficiency and carbon reduction 資源效益及減碳 Community care 社區關懷

Appendix D: Sustainability Key Performance Indicators (“KPI”)

附錄 D：可持續發展關鍵績效指標

HKEX 香港 聯交所	KPI	關鍵績效指標	Unit 單位	FY2019 財年	FY2020 財年	FY2021 財年
A1.1	Air emissions from production¹	來自生產的廢氣排放¹				
	NO _x	氮氧化物	Tonne 公噸	0.97	2.19	0.12
	SO _x	硫氧化物	Tonne 公噸	0.34	0.46	0.17
	Dust	粉塵	Tonne 公噸	1.63	1.07	2.66
	Fluoride	氟化物	Tonne 公噸	0.05	0.02	0.07
	Non-methane hydrocarbon	非甲烷總烴	Tonne 公噸	1.68	4.04	5.04
	Lead and other compounds	鉛及其他化合物	Tonne 公噸	0.001	0.002	0.0004
	VOCs	VOCs	Tonne 公噸	0.18	2.86	0.22
	Hydrogen cyanide	氰化氫	Tonne 公噸	0.002	0.004	0
	Hydrogen chloride	氯化氫	Tonne 公噸	/	0.75	1.53
	Ammonia	氨	Tonne 公噸	/	0.02	0.09
A1.1	Air emissions from vehicles	來自車輛的廢氣排放				
	NO _x	氮氧化物	Tonne 公噸	/	0.18	0.20
	SO _x	硫氧化物	Tonne 公噸	/	0.006	0.006
	PM	懸浮粒子	Tonne 公噸	/	0.012	0.016
A1.2	Greenhouse gas emissions (“GHG”)²	溫室氣體排放²				
	Total GHG emissions	溫室氣體排放總量	Tonne CO ₂ e 公噸二氧化碳當量	59,723	59,028	54,037
	Scope 1 direct emissions	範圍一直接排放	Tonne CO ₂ e 公噸二氧化碳當量	1,995	1,561	1,743
	Scope 2 indirect emissions	範圍二間接排放	Tonne CO ₂ e 公噸二氧化碳當量	57,047	56,642	51,577
	Scope 3 other indirect emissions	範圍三其他間接排放	Tonne CO ₂ e 公噸二氧化碳當量	681	825	717
	Group GHG intensity	集團溫室氣體密度	Tonne CO ₂ e/HK\$1 million revenue 公噸二氧化碳當量/每百萬港元營業額	0.90	1.04	0.77
A2.1	Energy use²	能源消耗²				
	Total energy consumption	能源消耗總量	GJ 千兆焦耳	382,126	373,198	370,827
	Direct energy consumption – Renewable	直接能量消耗 – 可再生能源	GJ 千兆焦耳	680	563	2,667
	Indirect energy consumption – Purchased electricity	間接能源消耗 – 所購電力	GJ 千兆焦耳	353,426	351,003	343,810
	Direct energy consumption – Fuel	直接能量消耗 – 燃料	GJ 千兆焦耳	28,020	21,632	24,350
	Group energy intensity	集團能源密度	GJ/HK\$1 million revenue 千兆焦耳/每百萬港元營業額	5.73	6.58	5.29

1 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

2 Refer to the notes on calculation methodologies
請參閱計算方法備註

HKEX 香港 聯交所	KPI	關鍵績效指標	Unit 單位	FY2019 財年	FY2020 財年	FY2021 財年
A1.4, A2.2	Water and Effluents	用水及廢水				
	Water withdrawal from municipal water supply	市政用水取用量	m ³ 立方米	574,707	486,904	475,643
	Group water intensity	集團用水密度	m ³ /HK\$1 million revenue 立方米/每百萬港元營業額	8.62	8.58	6.78
	Wastewater at production	來自生產過程的 廢水排放	m ³ 立方米	322,383	296,127	250,730
	Domestic wastewater with primary treatment to third party water	排往第三方、 獲初級處理的 生活廢水	m ³ 立方米	272,939	247,204	163,772
	Industrial wastewater with secondary treatment to third party water	排往第三方、 獲二級處理的 工業廢水	m ³ 立方米	49,444	48,923	86,958
	Production wastewater intensity	生產廢水密度	m ³ /product manufactured 立方米/每件已生產貨品	0.038	0.039	0.028
A1.3	Hazardous waste¹	有害廢棄物¹				
	Total hazardous waste from production	來自生產過程的 有害廢棄物	Tonne 公噸	290	280	247
	Hazardous waste intensity	來自生產過程的 有害廢棄物密度	g/product manufactured 克/每件已生產貨品	34	37	28
A1.4	Non-hazardous waste	一般廢棄物				
	General waste from production	來自生產過程的 一般廢棄物	Tonne 公噸	830	750	756
	Production general waste intensity	來自生產過程的 一般廢棄物密度	g/product manufactured 克/每件已生產貨品	97	100	85
A1.4	Material use	物料使用				
	Wax used at production	生產用蠟	Tonne 公噸	10	7	7
	Plastic packaging used at production	生產用塑膠包裝	Tonne 公噸	/	16	25
	Paper wrap used at diamond production	鑽石生產用包裝紙	Tonne 公噸	/	4	3
	Paper used	紙張使用量	Tonne 公噸	67	107	88
	Paper recycled	紙張回收量	Tonne 公噸	41	33	57
	Toner used	碳粉盒使用量	Piece 個	13,432	13,238	9,602
	Toner recycled	碳粉盒回收量	Piece 個	1,443	1,405	1,473
A2.5	Packaging material for finished products²	產品包裝物料²				
	Packaging material use	包裝物料用量	Tonne 公噸	457	401	443
	Packaging material intensity	包裝物料密度	kg/HK\$ 1 million revenue 公斤/每百萬港元營業額	6.9	7.1	6.3

1 Hazardous waste includes emulsions, mineral oil, inorganic cyanide, acid, alkali, surface treatment waste, lead and other compounds, wasted organic solvent, copper and other waste
 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

2 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

HKEX 香港 聯交所	KPI	關鍵績效指標	Unit 單位	FY2019 財年	FY2020 財年	FY2021 財年
B1.1	Workforce¹	員工¹				
	Total number of employees	員工總數	Number 人數	30,145	29,407	27,722
	Employment type – Full time	僱傭類別 — 全職	Number 人數	/	/	27,706
	Employment type – Part time	僱傭類別 — 兼職	Number 人數	/	/	16
	Gender – Female	性別 — 女	Number 人數	23,819	23,365	21,866
	Gender – Male	性別 — 男	Number 人數	6,326	6,042	5,856
	Age – < 30	年齡 — < 30	Number 人數	10,772	8,874	6,935
	Age – 30-50	年齡 — 30-50	Number 人數	18,551	19,696	19,894
	Age – > 50	年齡 — >50	Number 人數	822	837	893
	Location – Hong Kong and Macau	地域 — 香港及澳門	Number 人數	3,393	3,319	3,063
	Location – Mainland China	地域 — 中國內地	Number 人數	26,752	26,088	24,659
	Function – Production	功能 — 生產	Number 人數	5,685	4,840	4,741
	Function – POS	功能 — 零售點	Number 人數	18,362	18,421	16,979
	Function – Office	功能 — 辦公室	Number 人數	6,098	6,146	6,002
B1.2	Employee turnover²	員工流失²				
	Total employee turnover	員工流失總數	Number 人數	10,570	7,045	5,891
	Employee turnover rate	員工流失率	%	36%	24%	21%
	Gender – Female	性別 — 女	%	36%	23%	20%
	Gender – Male	性別 — 男	%	36%	26%	24%
	Age – < 30	年齡 — < 30	%	56%	41%	36%
	Age – 30-50	年齡 — 30-50	%	24%	15%	14%
	Age – > 50	年齡 — >50	%	9%	19%	25%
	Location – Hong Kong and Macau	地域 — 香港及澳門	%	15%	11%	12%
	Location – Mainland China	地域 — 中國內地	%	38%	25%	39%
	Function – Production	功能 — 生產	%	30%	24%	22%
	Function – POS	功能 — 零售點	%	40%	24%	19%
	Function – Office	功能 — 辦公室	%	27%	23%	24%
B2	Occupational health and safety	職業健康與安全				
	Fatalities	工作相關的死亡	Number 人數	0	0	0
	Lost days due to work injuries	因工傷而損失的日數	Number 日數	2,738	2,171	3,204
	Work injury cases	工傷個案	Number 宗數	68	70	97
	Injury rate per 1,000 employees	每1,000名員工的受傷率	Rate 比率	2.26	2.38	3.50

1 Employee headcount are confined to our Group's core and material business units in Mainland China, Hong Kong and Macau
 員工人數僅限於集團在中國內地、香港和澳門的核心及重要業務單位

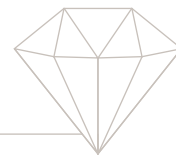
2 Employee turnover data are confined to our Group's core and material business units in Mainland China, Hong Kong and Macau
 員工流失數據僅限於集團在中國內地、香港和澳門的核心及重要業務單位

HKEX 香港 聯交所	KPI	關鍵績效指標	Unit 單位	FY2019 財年	FY2020 財年	FY2021 財年
B3	Training and development	培訓與發展				
	Total training hours	總培訓時數	Hour 小時	1,571,467	1,928,249	1,617,403
	Average training hour per employee	每位員工的平均 培訓時數	Hour 小時	52	66	57
	Gender – Female	性別 — 女	Hour 小時	/	/	63
	Gender – Male	性別 — 男	Hour 小時	/	/	31
	Function – Production	功能 — 生產	Hour 小時	/	/	12
	Function – POS	功能 — 零售點	Hour 小時	/	/	82
	Function – Office	功能 — 辦公室	Hour 小時	/	/	18
B8	Community Engagement	社區參與				
	Employee volunteer participants	員工義工參與	Man-time 人次	7,691	6,837	2,378
	Non-employee volunteer participants	非員工義工參與	Man-time 人次	/	7,320	143
	Total volunteer service hours	義工服務總時數	Man-hour 小時	27,383	25,100	5,810
	Donations	捐款	HK\$ 1 million 百萬港元	9.9	20.1	11.3
	Craftsmanship, Innovation & Technology	傳承創新				
	Participants in mass engagement activities	大型參與活動 參與人數	Number 人次	/	2,039,351	954,089
	Participants in in-depth experiential programmes	深度體驗計劃 參與人數	Number 人次	/	15,452	14,167
	Hours of in-depth experiential programmes	深度體驗計劃時數	Hour 小時	/	84,019	45,215

Notes on calculation methodologies 計算方法備註：

- a) Global warming potential values used for the calculation of GHG are from IPCC Fifth Assessment Report (AR5) (i.e. CH₄: 28; N₂O: 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CH₄: 28; N₂O: 265)。
- b) FY2021 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.
 2021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。燃燒乙炔氣所產生的排放量，則根據《香港中小企業碳審計計算工具》計算出來。
- c) FY2021 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 (0.71 CO₂e kg/kWh), CLP (0.37 CO₂e kg/kWh), CEM(0.791 CO₂e kg/kWh) and The Hong Kong and China Gas Company Limited (0.592 CO₂e kg/unit). GHG emission by electricity purchased in Mainland China in this Report is calculated based on Mainland China grid emission factor in 2019 Baseline Emission Factors for Regional Power Grids in China (simplified Chinese only) (Using a CM method with 50/50 average of OM & BM).
 2021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(0.71公斤二氧化碳當量/千瓦時)、中華電力(0.37公斤二氧化碳當量/千瓦時)、澳電(0.791公斤二氧化碳當量/千瓦時)和香港中華煤氣(0.592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2019年度減排項目中國區域電網基準線排放因子計算(使用OM和BM 50/50平均值的CM方法)。
- d) FY2021 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. The scope of methane gas generation at landfill due to disposal of paper waste is expanded in FY2020 to include invoice paper.
 2021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。2020財年因處理廢紙而在垃圾堆填區所產生的甲烷氣體的範圍擴大到發票用紙。
- e) 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 CO₂ 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源轉換因子，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。用於乙炔的能源轉換因子，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)。
- f) FY2019 and FY2020 environmental data of GHG emissions, energy use, water and effluents, and non-hazardous waste are adjusted to exclude the contribution by tenants at our Wuhan production hub for better comparability and performance tracking. FY2020 data on paper wrap used at diamond production is restated as data availability improves.
 2019財年和2020財年的溫室氣體排放、能源使用、用水和廢水，以及一般廢棄物的環境數據經過調整，剔除了武漢生產中心租戶的部分，以提升可比性和加強績效跟蹤。由於數據可用性提升，我們重列了2020財年的鑽石生產用包裝紙數據。
- g) FY2021 environmental data is verified by Hong Kong Productivity Council. Refer to Appendix E for verification statement.
 2021財年的環境數據已由香港生產力促進局核實。請參閱附錄E核實聲明。
- h) 1 GJ 千兆焦耳 = 277.778 kWh 千瓦時

Appendix E: Verification Statement



附錄 E：核實聲明



Verification Statement

Chow Tai Fook Jewellery Group ("Chow Tai Fook") has prepared the Sustainability Report 2021 (the "Report") in accordance with the Environmental, Social and Governance Reporting Guide ("ESG Guide") published by the Stock Exchange of Hong Kong Limited in 2019. The Hong Kong Productivity Council ("HKPC") was commissioned by Chow Tai Fook to provide independent verification¹ of the environmental data of the Report, which covers performance between 1 April 2020 and 31 March 2021.

Verification Scope of Environmental Data

Aspect A1: Emissions

- KPI A1.1: The types of emissions and respective emissions data;
- KPI A1.2: Direct (Scope 1) and energy indirect (Scope 2) greenhouse gas emissions (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility);
- KPI A1.3: Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility); and
- KPI A1.4: Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).

Aspect A2: Use of Resources

- KPI A2.1: Direct and/or indirect energy consumption by type (e.g. electricity, gas or oil) in total (kWh in '000s) and intensity (e.g. per unit of production volume, per facility);
- KPI A2.2: Water consumption in total and intensity (e.g. per unit of production volume, per facility); and
- KPI A2.5: Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced.

Verification Objectives

The main objective of HKPC's verification work was to provide independent assurance on the completeness, accuracy and reliability of the data presented in the Report. More specifically, the objectives were to:

- check whether the selected data conformed to the updated ESG Guide;
- evaluate whether the selected environmental data were accurate;
- review whether the data collection mechanisms were reliable; and
- provide recommendations for future reports.

Verification Approach

HKPC's verification procedures² included reviewing systems and processes for collecting and collating environmental data, followed by the selection and verification of a representative sample of data for verification. Raw data and supporting information of the selected data were examined during the verification process.

Conclusion

The selected environmental data generally conform to the updated ESG Guide. In terms of the accuracy and reliability, the selected sample of environmental data examined during the verification process was consistent with the source materials reviewed and reflected a fair account of Chow Tai Fook's environmental performance. The data collation system adopted was generally considered to be reliable.

Ir Kenny Wong
Deputy General Manager/ Principal Consultant
Environmental, Waste Management and Corporate Sustainability
Green Living and Innovation Division
Hong Kong Productivity Council
26 May 2021

¹ This verification statement has been prepared for Chow Tai Fook for the purpose of assuring the environmental data related to Sustainability Report 2021 only. The statement was prepared based on HKPC's review of the selected sample of information provided by Chow Tai Fook during the verification process. HKPC will not accept or assume any responsibility or liability (legal or otherwise) in relation to this verification statement.

² Our verification work did not cover data and information which had already been published on the Chow Tai Fook's websites, in the press releases, annual reports or other publications.

核實聲明

周大福珠寶集團（「周大福」）按照香港聯合交易所有限公司 2019 年發佈的《環境、社會及管治報告指引》（《ESG 指引》），編寫周大福可持續發展報告 2021（「報告」）。香港生產力促進局（「生產力局」）獲周大福委託，對其報告的環境數據進行獨立核實¹，涵蓋 2020 年 4 月 1 日至 2021 年 3 月 31 日期間的表現。

核實數據範圍

層面 A1：排放物

- 關鍵績效指標 A1.1：排放物種類及相關排放數據；
- 關鍵績效指標 A1.2：直接（範圍 1）及能源間接（範圍 2）溫室氣體排放量（以噸計算）及（如適用）密度（如以每產量單位、每項設施計算）；
- 關鍵績效指標 A1.3：所產生有害廢棄物總量（以噸計算）及（如適用）密度（如以每產量單位、每項設施計算）；及
- 關鍵績效指標 A1.4：所產生無害廢棄物總量（以噸計算）及（如適用）密度（如以每產量單位、每項設施計算）。

層面 A2：資源使用

- 關鍵績效指標 A2.1：按類型劃分的直接及/或間接能源（如電、氣或油）總耗量（以千個千瓦時計算）及密度（如以每產量單位、每項設施計算）；
- 關鍵績效指標 A2.2：總耗水量及密度（如以每產量單位、每項設施計算）；及
- 關鍵績效指標 A2.5：製成品所用包裝材料的總量（以噸計算）及（如適用）每生產單位估量。

核實目標

生產力局進行核實工作的主要目標，是對報告所載資料的完整性、準確性及可靠性進行獨立的評核，具體而言是要：

- 查核被選取作查核的數據是否符合最新修定的《ESG 指引》；
- 評定被選取作查核的數據是否準確；
- 檢討數據收集機制是否可靠；及
- 為日後的報告提供建議。

核實方法

生產力局的核實過程²包括審閱環境數據收集及整理系統和過程，然後選取具代表性的數據進行核實。相關選取的原始環境數據及證明文件已於核實過程中經過審閱。

總結

所選取的環境數據整體而言符合最新修定的《ESG 指引》的要求。就準確性及可靠性而言，核實過程中所選取作檢查的環境數據與所審查的源頭資料一致，且公正地反映周大福環境方面的表現。為編寫報告所採用的數據整理系統整體而言是可靠的。



香港生產力促進局
綠色生活與創新部
環境、廢物管理及企業可持續發展
副總經理/首席顧問
王小偉
2021 年 5 月 26 日

¹ 此核實聲明的目的，僅作為對周大福可持續發展報告 2021 內的環境數據進行核實用途。此聲明乃基於周大福提供予生產力局所選取作檢查的相關資料，經過審核而得出的結論。生產力局並不負有或承擔任何對於此聲明有關的法律或其他責任。

² 生產力局的工作不包括核實已於周大福的網站、所發佈的新聞稿、年報，以及其他公開刊物內載述的數據及資料。

www.ctfjewellerygroup.com

