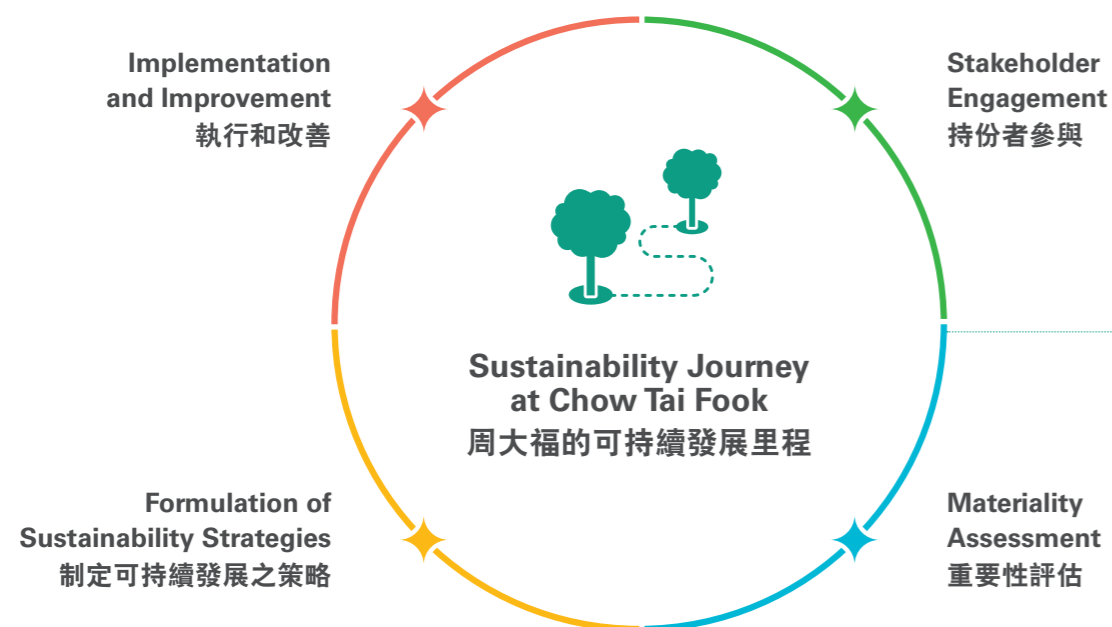


Our Sustainability Journey

We see sustainability as a continuous journey consisting of four key components: stakeholder engagement, materiality assessment, the formulation of sustainability strategies as well as implementation and improvement. These key elements are reviewed and updated regularly in a continuous effort to improve our sustainability performance.

我們的可持續發展里程

我們視可持續發展為一個永續的旅程，當中包含四大元素：持份者參與、重要性評估、制定可持續發展之策略，以及執行和改善。這些元素會被定期檢討與更新，以不斷改善我們的可持續發展表現。



Stakeholder Engagement

By engaging with our stakeholders, we can enhance our sustainability initiatives by focusing on issues of importance to our stakeholders and create shared value for all in our business operations. Examples of communication channels with stakeholders include Group websites, business association activities and conferences, Chow Tai Fook Club newsletter and members activities, staff satisfaction survey, staff grievance mailbox, investor meetings, non-deal roadshows, media interviews, community activities, etc. The subsequent table identifies our key stakeholders and their primary areas of interest.

持份者參與

透過與持份者接觸，我們可聚焦於持份者重視的議題上，以提升本身的可持續發展措施，繼而在我們的所有業務運作中創造共同價值觀。與持份者溝通的渠道包括集團網站、商業協會活動及研討會、周大福會員通訊及會員活動、員工滿意度問卷調查、員工申訴郵箱、投資者會議、非交易路演、傳媒訪談、社區活動等。接下來的圖表列出我們的主要持份者以及其首要重視的範疇。

Primary areas of interest 首要重視範疇



Materiality Assessment

The material issues identified through stakeholder engagement are reviewed regularly by our Sustainability Committee and ongoing feedback from stakeholders is considered in how we address and report on these issues. Our material issues are presented below and how we address these issues and our related performance is provided in this report.

重要性評估

透過與持份者溝通而認定的重要議題，會由我們的可持續發展委員會定期審視，我們在決定如何處理和匯報這些議題時，會考慮持份者持續發表的意見。我們的重要議題呈列如下，本報告亦會列出我們如何處理這些議題及我們的相關表現。

Results of Materiality Assessment

重要性評估結果

 Ethical Business Practices 營商操守	
<ul style="list-style-type: none"> • Anti-corruption, e.g. fraud and money laundering • Positive industry development • 反貪腐，例如舞弊及洗黑錢 • 正面行業發展 	
 Our Customers 顧客服務	 Our People 員工關懷
<ul style="list-style-type: none"> • Ethical sourcing • Supply chain management • Quality control • Intellectual property rights • Quality services • Transparent pricing • Responsible marketing • Customer privacy and personal information 	<ul style="list-style-type: none"> • Occupational health and safety • Employee remuneration and benefits • Workforce diversity, e.g. gender, age, ethnicity • Employee well-being • Training and development • 職業安全及健康 • 員工薪酬和福利 • 職場多元化，例如性別、年齡、種族 • 員工身心健康 • 培訓及發展
 Our Environment 環境保護	 Our Community 社區參與
<ul style="list-style-type: none"> • Energy and greenhouse gas emission management • Air emissions management • Water resources management • Waste management • 能源和溫室氣體排放管理 • 廢氣排放管理 • 用水管理 • 廢物管理 	<ul style="list-style-type: none"> • Preserving craftsmanship and nurturing innovation • Caring community • 承傳工藝 孕育創新 • 社區關懷

Formulation of Sustainability Strategies

We believe that it is important that our sustainability initiatives align with our business strategies and corporate values. During the financial year, our focus was to reinforce the initiatives of the “Smart+ 2020” strategic framework in our business operations.

One of the core areas in the “Smart+ 2020” strategic framework is “Culture”. We developed a range of initiatives to support this, including a series of programmes to promote and preserve traditional craftsmanship, the establishment of new artistic incubation space, Loupe, to support the new generation of jewellery designers, and the “Ancient Chinese Gold Techniques” Research Project to promote the appreciation of jewellery to the public. Refer to the Community section and subsequent sections for details of other initiatives and our performance.

Implementation and Improvement

We are committed to continuously improving our sustainability performance measurement and reporting, which in turn improves our communication and engagement with our stakeholders.

In FY2018, we focused on improving the reporting process as we believe an effective reporting process is key to evaluating our performance and driving enhancement action plans based on quality information and communication. We have standardised and enriched our quarterly reports provided to the Sustainability Committee to facilitate its review and planning of our sustainability initiatives.

制定可持續發展之策略

我們深信可持續發展方案必須與我們的商業策略和公司價值觀保持一致。在本財政年度內，我們的焦點是在我們的業務營運中加強「Smart+ 2020」策略框架的各項行動。

「Smart+ 2020」策略框架的其中一項核心範疇是「文化」。我們開展了一系列的行動去支持文化發展，包括多項推廣和保存傳統工藝的項目、成立全新藝術培育空間Loupe以栽培新一代的珠寶設計師，以及「中國古代黃金工藝研究」項目，藉此向大眾推廣珠寶工藝鑑賞。詳情請參閱本報告的「社區參與」章節，或往下的段落了解其他相關計劃和我們的表現。

執行和改善

我們致力於不斷改善衡量和匯報我們的可持續發展表現，從而優化我們與持份者的溝通和聯繫。

在2018財政年度，我們集中改善匯報程序，因為我們相信有效的匯報程序是衡量我們表現的關鍵，亦是推動建基於優質資訊和溝通的優化行動之關鍵所在。我們已規範化和加強了提供可持續發展委員會的季度報告，以便其檢討和策劃我們的可持續發展方案。