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ABOUT THIS REPORT

關於本報告

This Environmental, Social and Governance (ESG) Report of Tian Chang Group Holdings Ltd. (hereinafter refer as “Tian Chang” or “the Group”) refers to the ESG Reporting Guide in Appendix 27 of the Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited (“HKEX ESG Reporting Guide”) to define its report content. We maintain an open dialogue with our stakeholders (including management, employees, customers, suppliers and investors) to receive their comments and understand their expectations on what the ESG issues matter most via meetings, interviews and discussions. The areas of focus of this report include environmental and social performance in various aspects. The data disclosed in this report are prepared and provided by the respective administration departments of Huizhou factories of the Group. Disclosure content of the ESG report has been confirmed by the Board.

REPORTING PERIOD AND SCOPE

The scope of this Report includes Tian Chang’s business operation in Hong Kong and Mainland China. During the year, the operation of Shenzhen factory was suspended by the end of February 2018.

Reporting period: 1 January 2018 to 31 December 2018, the financial period of our Annual Report 2018.

REFERENCE GUIDELINES

Appendix 27 of the Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited – ESG Reporting Guide

CONTACT

Should you have any enquiries or feedback on this Report, please feel free to contact us via the following methods:

- Address: Unit 6, 13/F, Block B, Hoi Luen Industrial Centre, 55 Hoi Yuen Road, Kwun Tong, Hong Kong
- Tel: +852 2857 1778
- Fax: +852 2857 9638
- Email: info@hktcgroup.com
- Official Website: <http://www.hktcgroup.com/>

天長集團控股有限公司(以下簡稱為「天長」或「集團」)之環境、社會及管治報告參考香港聯合交易所有限公司(港交所)證券上市規則附錄二十七環境、社會及管治報告指引(「港交所環境、社會及管治報告指引」)編製其報告內容。我們與利益相關方(包括管理層、僱員、客戶、供應商及投資者)保持公開對話,通過會議、訪談及討論了解彼等對環境、社會及管治事宜的殷切期望。本報告的重點領域包括環境及社會表現各個方面。本報告披露的數據由集團惠州廠房各管理部門編製並提供。環境、社會及管治報告的披露內容已經董事會確認。

報告時間及範圍

本報告的範圍包括天長在香港及中國內地的業務。年內,深圳廠房已於2018年2月底暫停營運。

報告時間:2018年1月1日至2018年12月31日,即2018年年度財務報告時期。

參考指南

香港聯合交易所有限公司證券上市規則附錄二十七環境、社會及管治報告指引

聯繫方式

如閣下對本報告有任何疑問或回饋,請隨時通過以下方式與我們聯繫:

- 地址:香港觀塘開源道55號開聯工業中心B座13樓6室
- 電話:+852 2857 1778
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OVERVIEW

概覽

CORE VALUES/MANAGEMENT PRINCIPLES

Tian Chang always strives for the best and promotes sustainable development in its business operations. The Group always takes environmental protection into account in their business operations and tries to strike a balance between economic development and the environment and society.

核心價值觀／管理原則

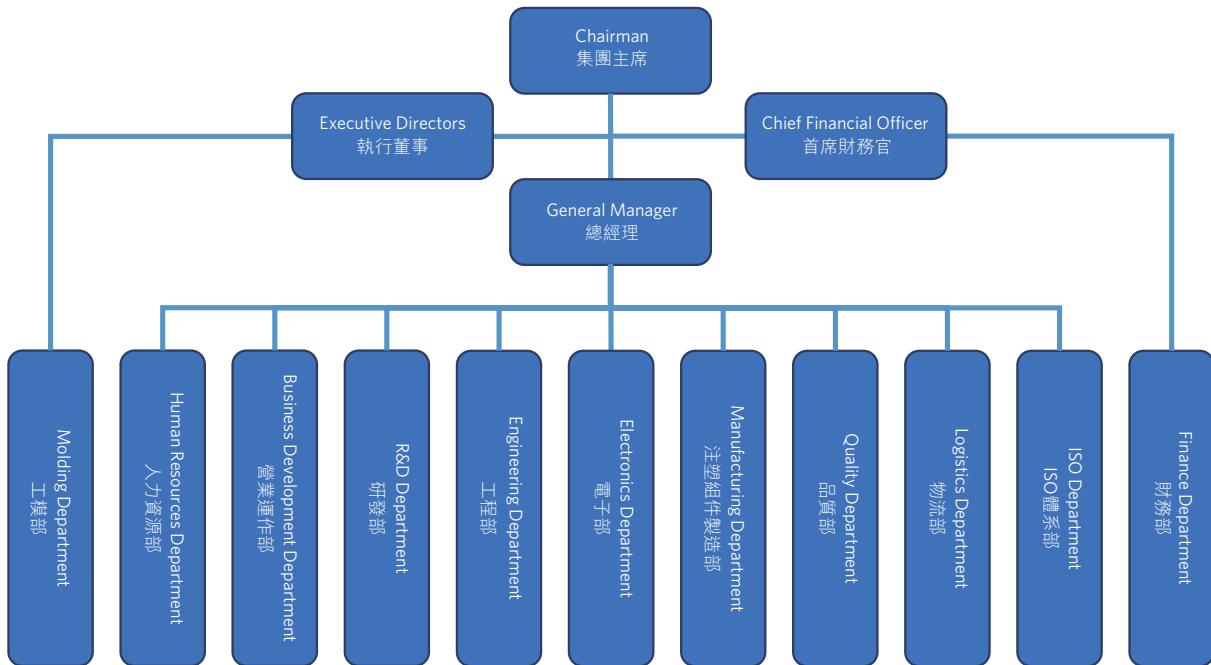
天長力求在經營中尋找可持續發展的方法。我們把環境保護考慮在我們的經營當中，在經濟發展的同時尋求環境保護的平衡。

MANAGEMENT STRUCTURE

Tian Chang has a clear organizational hierarchy to carry out different parts of operations within the Group. As the Group has achieved ISO 9001 and 14001 certifications, the ISO department is mainly responsible for reviewing ESG strategies and policies, and also act as a coordinator to oversee ESG operations in our factories.

管理結構

天長擁有清晰的組織架構，在集團內部開展不同的業務。集團已通過ISO 9001和ISO 14001認證，ISO體系部主要負責審查環境、社會及管治政策，並擔任協調員，負責監督我們廠房環境、社會及管治的實施。



ENVIRONMENTAL PERFORMANCE

環保方面

The Group is well aware of the effect of environmental performance to our business, especially for daily operational challenges regarding greenhouse gas (GHG) emission reduction, energy conservation and waste management. Therefore, we have put extensive efforts on our environmental management system to minimize our environmental impact.

We have setup an environmental management system in accordance to ISO 14001:2015. We also have an environmental data collection system to keep track on the performance and review the efficiency of the measures we have adopted in the past year.

All businesses conducted by the Group are in strict compliance with all national and local laws, regulations, and other related industrial standards, such as the PRC Environmental Protection Law, the Law on the Prevention and Control of Atmospheric Pollution, the Law on the Prevention and Control of Water Pollution, the Law on the Prevention and Control of Solid Waste Pollution, and the Environmental Impact Assessment Law of the PRC.

The business operations of Tian Chang did not undergo any major changes in the reporting period and complies with the latest environmental-related laws and regulations.

EMISSIONS

Other than the above-mentioned compliances with the national and local laws and regulations, Tian Chang has put additional efforts in regulating gas emission, waste generation and usage of water during the daily operation. The Group has established "Procedures for Managing Wastewater, Exhaust Gas and Noise" which outlined the daily procedures on reducing emission on site.

集團深知環保方面對我們業務的影響，特別是有關溫室氣體減排、節約能源及廢物管理的日常經營挑戰。因此，我們已經在環境管理體系投入更多的精力，減少對環境的影響。

我們已根據ISO 14001:2015建立環境管理體系。另外，我們還有一個環境資料收集系統，以跟蹤績效並審查我們在過去一年採取的措施的效果。

集團的所有經營業務均嚴格遵守國家及地方的法律法規及相關行業標準，例如中華人民共和國環境保護法、中華人民共和國大氣污染防治法、中華人民共和國水污染防治法、中華人民共和國固體廢物污染防治法及中華人民共和國環境影響評價法。

在報告時間內，天長的經營業務沒有重大的變化並符合最新的與環境相關的法律法規。

排放

除了上述遵守國家和地方法律法規的要求外，天長還在日常運營中加大對氣體排放，廢物產生和用水的監管力度。集團已制定「污水，廢氣及噪音管理程序」，以減少日常的廢棄物排放。

Gas Emission

The major business for Tian Chang is integrated plastic solution services and manufacturing of e-cigarette products as an original equipment manufacturer (OEM). The Group has identified the major gas emitting source in the operation site which is the operation of injection molding machines.

In order to reduce the emission of volatile organic compounds (VOCs) and dust into the atmosphere which may cause harmful health effect to the workers, the Group has consulted an environmental technology company for an emission reduction solution in December 2016. In 2017, all the Group's workshops equipped with injection molding machines and painting machines had installed activated carbon filter and water spray. After the completion of these mitigation measures, the exhaust gas emitted by the operation has complied with the Guangdong Province's "Air Pollutant Emission Limits". Moreover, the Group has adopted the use of photo-catalyst in the filtering system to reduce methane emission. In 2018, the Group utilized the listing proceeds to purchase a certain number of injection molding equipment to replace the old machines that have been used for more than 15 years. Other than improving the precision level of our injection molding components, those equipment can also reduce electricity consumption and greatly reduce air pollutants emissions.

The Group has also established standard operating procedures for the daily maintenance and operation of these newly installed equipment for protection of the workers.

Moreover, the Group has compulsory annual inspection for the Group's vehicles in order to ensure the exhaust emissions in compliance with the national standard.

氣體排放

天長的主要業務是提供一體化注塑解決方案服務及電子煙產品的代工生產商。集團確定主要氣體排放來源於生產過程中注塑機的應用。

為減少揮發性有機化合物和粉塵(可能對僱員造成有害健康的影響)排放到大氣中，集團於2016年12月向環保科技公司尋求減排解決方案。於2017年，集團所有工廠中均為注塑機和噴漆機配備安裝活性炭過濾器和噴淋塔。在完成這些過濾設備後，營運排放的廢氣符合廣東省的「大氣污染物排放限值」。此外，集團已在過濾系統中採用光觸媒以減少甲烷排放。於2018年本集團利用上市集資所得款項，購入若干數量的注塑設備，以替換已使用年限超過15年的舊有設備。該等設備升級除了提高我們的注塑組件的精度水平，更可降低耗電量及大大減少空氣污染物排放。

集團已制定標準操作程序，以便對新設備進行日常維護及操作，以保障僱員。

另外，集團每年為集團車輛進行檢查，以確保廢氣排放符合國家標準。

ENVIRONMENTAL PERFORMANCE

環保方面

Major Gas Emission Indicators

主要氣體排放指標

Air Pollutant Emissions 空氣污染物排放	Unit 單位	Emission in 2018 2018年排放量
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Nitrogen Oxides (NOx) 氮氧化物(NOx)	kgs 公斤	67.69
Sulphur Oxides (SOx) 硫氧化物(SOx)	kgs 公斤	0.55

GHG Emissions by Scope 按範圍劃分的溫室氣體排放	Unit 單位	Emission in 2018 2018年排放量
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Total Greenhouse Gas Emissions 溫室氣體總排放量	t-CO ₂ eq. 噸二氧化碳當量	21,962.65
Greenhouse Gas Emissions - Scope 1 溫室氣體排放－範圍1	t-CO ₂ eq. 噸二氧化碳當量	127.93
Greenhouse Gas Emissions - Scope 2 溫室氣體排放－範圍2	t-CO ₂ eq. 噸二氧化碳當量	21,637.24
Greenhouse Gas Emissions - Scope 3 溫室氣體排放－範圍3	t-CO ₂ eq. 噸二氧化碳當量	197.48

GHG Emissions by Source 按來源劃分的溫室氣體排放	Unit 單位	Emission in 2018 2018年排放量
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Direct emission from stationary combustion 直接從固定燃燒中排放	t-CO ₂ eq. 噸二氧化碳當量	27.84
Direct emission from vehicles 直接從車輛中排放	t-CO ₂ eq. 噸二氧化碳當量	100.08
Indirect emission from electricity consumption 用電時排放	t-CO ₂ eq. 噸二氧化碳當量	21,637.24
Indirect emissions from flights 航班間接排放	t-CO ₂ eq. 噸二氧化碳當量	38.90
Fresh water emissions 水排放	t-CO ₂ eq. 噸二氧化碳當量	98.44
Sewage treatment emissions 處理污水消耗的溫室氣體排放	t-CO ₂ eq. 噸二氧化碳當量	53.49
Other indirect emissions 其他間接排放	t-CO ₂ eq. 噸二氧化碳當量	6.66

Major Emission Intensity 主要排放強度	Unit 單位	Emission in 2018 2018年排放量
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Total Greenhouse Gas Emissions 溫室氣體總排放量	t-CO ₂ eq./million HKD revenue 噸二氧化碳當量/ 百萬港元收益	22.72
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ENVIRONMENTAL PERFORMANCE

環保方面

Waste Management

Tian Chang has a well-established system to handle various types of waste (hazardous and non-hazardous). The Group ensures the disposal of waste within the operating site are in compliance with Law of the PRC on Solid Waste Pollution Prevention and Control, Regulations on the Administration of Hazardous Waste Transfers, National Hazardous Waste List and other related laws and regulations.

The Group has also established “Procedures for Waste Management” to guide the employees on how to dispose hazardous and non-hazardous solid waste properly. For hazardous waste, all chemical wastes are properly stored in a designated indoor warehouse on site with secondary containment to prevent leakage. The removal of chemical on the ground requires the use of specific cloth or sawdust to clean the site. And all the hazardous waste is collected by authorized collectors. For non-hazardous waste, some of the recyclable waste such as toner cartridges and batteries are separately collected and handled by external recyclers. The other general waste is stored in refuse area and collected by local environmental and hygiene department. The Group has paid the best effort to prevent any contamination of the underground water.

The Group requires its workers to dispose different types of solid waste into the designated area. The amount of waste generation is recorded on “Monthly Solid Waste Generation Statistics”.

廢物處理

天長擁有一套完整的系統來處理各種廢棄物（有害或無害）。集團確保工廠內處置廢棄物的方法均符合中華人民共和國固體廢物污染環境防治法，有害廢棄物轉移管理條例，國家危險廢物名錄和其他相關法律法規。

集團還建立了「廢棄物處理程序」，指導僱員如何正確處置有害和無害固體廢棄物。對於有害廢棄物，所有廢棄化學品均妥善儲存在指定的室內倉庫中，並設有二次容器，以防止洩漏。清除地面上化學品則需要使用特殊的布或木屑清潔場地。所有有害廢棄物都由認可的廢棄物收集商收集。對於無害廢棄物，一些可回收的廢棄物如碳粉匣和電池就會分開收集並會交給第三方回收商處理。其他一般廢棄物則存放在垃圾站，由當地環境衛生部門收集。集團一直盡力防止任何地下水污染。

集團要求僱員將已分類的固體廢棄物存放於指定區域。廢棄物產生量則會定期記錄在「每月固體廢棄物產生統計表」中。

ENVIRONMENTAL PERFORMANCE

環保方面

Major Waste Generation Indicator

主要廢棄物指標

Waste Types 廢棄物類型	Unit 單位	Amount Generated in 2018 2018年產生量
Hazardous Waste 有害廢棄物	Tonnes 噸	17
Construction Waste 建築廢棄物	Tonnes 噸	192

Waste Intensity 廢棄物產生強度	Unit 單位	Amount Generated in 2018 2018年產生量
Hazardous Waste 有害廢棄物	Tonnes/million HKD revenue 噸／百萬港元收益	0.02
Construction Waste 建築廢棄物	Tonnes/million HKD revenue 噸／百萬港元收益	0.2

Water Discharge

Water is not a major component in our manufacturing process as we focus on using injection molding and other waterless techniques. Nevertheless, we have implemented measures to reduce our consumption of water for operation and domestic use. The Group has strictly complied with Water Pollution Control Law of the PRC, Urban Sewage Treatment Plant Pollutant Discharge Standard and other related laws and regulations.

The Group has strictly regulated the handling of water discharge during operations. All sewage is connected to the government sewage pipeline and transferred to the local sewage treatment plant. The cooling water system of the Group has adopted recycling and reuse measures. The Group has monitored the system daily to prevent any leakage. In addition, the Group has conducted wastewater quality monitoring annually.

排水

我們生產過程中並不會大量使用水，因為我們主要使用注塑機及其他無水生產品。然而，我們一直實施節約用水措施，以減少生產及生活用水。集團嚴格遵守中華人民共和國水污染防治法、城鎮污水處理廠污染物排放標準等相關法律法規。

集團嚴格遵守污水排放。所有的污水均連接到政府的污水管道及轉接到當地污水處理廠。集團的冷卻水系統採用回收和再用措施。集團每日派員監察該系統，以防止任何洩漏。此外，集團每年都會進行廢水品質監測。

ENVIRONMENTAL PERFORMANCE

環保方面

USE OF RESOURCE

Tian Chang has been actively promoting resource efficiency in order to reduce the environmental risk for our business. In order to achieve this objective, the Group has established "Procedures for reducing usage of resources and energy".

The Group hires professional and certified electricians for the daily maintenance of the electricity system on site. The use of electricity is recorded on a monthly basis. The Group has also encouraged the employees to use less resources.

Major indicators for resource consumption

Resource Consumption 資源消耗	Unit 單位	Consumption in 2018 2018年消耗量
Electricity 電力	Kilowatt hour 千瓦時	31,053,790
Gasoline 汽油	Litre 升	36,961
Liquefied Petroleum Gas (LPG) 液化石油氣	Litre 升	10,817
Natural Gas 天然氣	Cubic metre 立方米	5,449
Paper 紙張	kg 千克	1,387
Water 水	Tonnes 噸	244,263

Major Resource Consumption Intensity

主要資源消耗強度

	Unit 單位	Consumption in 2018 2018年消耗量
Electricity 電力	kWh/million HKD revenue 千瓦時/ 百萬港元收益	32,349
Water 水	Tonnes/million HKD revenue 噸/ 百萬港元收益	254

資源使用

天長一直在積極推動提高資源運用效率，以降低我們業務對環境的影響。為實現這一目標，集團已制定「資源和能源的節約程序」。

集團聘請專業和認證電工進行現場電力系統的日常維護。電力的使用則每月記錄。集團亦鼓勵僱員減少資源使用。

主要資源消耗指標

ENVIRONMENTAL PERFORMANCE

環保方面

THE ENVIRONMENT AND NATURAL RESOURCES

The Group takes all related environmental risk into account during the planning of its business development. Moreover, the business of the Group does not cause any material impact on the environment and natural resources.

環境與自然資源

集團在業務發展規劃過程中已把所有相關環境風險考慮在內。此外，集團的業務不會對環境及自然資源造成任何重大影響。

EMPLOYMENT

In order to achieve our business targets and to drive innovation, Tian Chang relies our success on a talented workforce of 1,412 employees (previous year:1,350). To promote fair working environment and employment practices, the Group has developed our management system, including assessment of employees' performances on their business needs, capability and contribution to the company, to evaluate salary reviews and job promotions. Besides, we have identified and strictly complied with the related laws and regulations, such as Cap. 57 Employment Ordinance, Cap. 480 Sex Discrimination Ordinance, Cap. 487 Disability Discrimination Ordinance, Cap. 527 Family Status Discrimination Ordinance, Cap. 602 Race Discrimination Ordinance, the Labour Law of the PRC, the Labour Contract Law of the PRC, the Employment Promotion Law of the PRC, the Labour Dispute Mediation and Arbitration Law of the PRC and other related local labour laws and regulations.

The Group has established "Procedures on Working Hours and Wages" which safeguards our employees' rights and interests. Annual performance appraisal will be conducted for employees who have worked for one year or above, with salary increments subject to individual's performance. The working hours of our employees are stated as 8-hour per day and five working days per week. Upon approval from our Human Resources Department, our employees can be arranged to work overtime with a maximum of three hours per day and shall not exceed a total working hour of 60 hours per week. The Group also stated the off-work periods of our employees and provides them paid leaves as remuneration benefits and welfare. Trainings are also provided to all employees, details please refer to the "Development and Training" section below. In case of any terminations of employment, the Group will compensate the terminated employee for accrued wages. In addition, Tian Chang also provides free housing and meal to our employees in Huizhou. To promote diversity in our workplace, the Group's "Management Procedures on Anti-Discrimination" endorsed by Human Resources Department provides a clear structure on a fair employment practice during recruitment. The policy clearly states any discrimination on race, gender, religion, national origin, physical or mental disability, age, sexual orientation,

就業

為了實現我們的業務目標，並推動創新發展，天長擁有逾1,412名(去年：1,350名)優秀僱員。為促進公平的工作環境和就業，集團已制定管理系統，包括評估僱員對業務需求的表現、能力和對公司的貢獻，以評估薪資和工作晉升機會。此外，我們確定並嚴格遵守相關法律法規，如僱傭條例第57章、性別歧視條例第480章、殘疾歧視條例第487章、家庭崗位歧視條例第527章、種族歧視條例第602章、中華人民共和國勞動法、中華人民共和國勞動合同法、中華人民共和國就業促進法、中華人民共和國勞動爭議調解仲裁法和其他相關地方勞動法律法規。

集團制定了「工時薪資程序」，以保障僱員的權益。工作一年或以上的僱員會接受年度績效考核，薪酬增長取決於個人的表現。我們僱員的工作時間為每天8小時，每週5個工作日。我們的僱員需要經人力資源部的批准才可以加班，每天最多加班工作三小時，每週總工作時間不得超過60小時。集團亦確保我們的僱員在非工作期間，向他們提供有薪假期作為員工福利。集團還向所有僱員提供培訓，詳情請參閱下文「開發和培訓」一節。如果終止僱傭關係，集團將按被解僱僱員的應計工資作賠償。此外，天長還為惠州的僱員提供免費住宿和膳食。為促進多元文化的工作場所，集團的人力資源部門在招聘過程中實施公平就業的「反歧視管理程序」。該政策明確規定，在就業過程中嚴格禁止對種族、性別、宗教、國籍、身體或精神狀況、年齡、性取向和性別認同作出任何不平等對待。如在工作場所發現到任何歧視行為，集團將會嚴格按照程序處理。集團亦提供培訓以防止僱員的任何歧視行為。

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and gender identity are strictly prohibited during the employment process. The procedure also clearly states the standard operation procedures when discrimination practices are detected in workplace. Trainings are provided to eliminate any discrimination practices among employees. If any discrimination or harassment reports are received, the Group will establish a working group to directly investigate into the incident. The Group is honored to receive the SA8000:2014 Social Accountability Certification that recognizes our socially acceptable practices in the workplace. Tian Chang believes the certificate recognizes our continued satisfactory operating of our Management System and we will strive for a better working environment for our employees.

During the year, the Group held various kind of recreational activities for staff to promote employee's work-life balance.

如果收到任何歧視或騷擾匯報，集團將成立小組，直接調查此事件。集團亦取得 SA8000:2014 社會責任認證，該認證承認我們在工作場所做法被社會認可。天長認為該證書認可了我們良好的管理體系，我們將努力為僱員提供更好的工作環境。

於年內，集團為員工舉辦各類娛樂活動，以促進僱員工作與生活平衡。



Annual Dinner
公司晚會



Birthday party
員工生日活動



Tug-of-war competition
拔河比賽



Basket-ball competition
籃球比賽

HEALTH AND SAFETY

Our employees' health and safety have been one of Tian Chang's top priority items, therefore, the Group has implemented "Management Procedures on Health and Safety" to eliminate all potential safety hazards and ensure a safe working environment to protect employees from occupational injuries. The management procedures cover all manufacturing operations in our factories, as well as highlighting the safety requirements for our suppliers. The safety committee will conduct a risk assessment among our factories and identify all potential health and safety hazards. The representatives of the committee will also tailor a health and safety educational and training programme to all employees. In addition, all supervisors from different departments shall closely monitor their responsible workers to prevent accidents and be educated on the proper operating procedures to them. Without prior approval from supervisors, all workers are not permitted to conduct any repairing works on-site. In case any operating procedures are carried out in a risky condition and may endanger the worker's safety, supervisors shall immediately report to seniors and carry out remediation process to reduce all potential hazards. Furthermore, if any malfunctioning or machineries breakdown are found, workers shall report to the supervisors. All passages along the working area are strictly prohibited for storage and workers are not allowed to leave the machines running while away. During the reporting period, 18 cases (previous year:14) of work-related injuries and no work-related fatality cases were reported.

Apart from our internal management procedures, Tian Chang also complies with relevant local laws and regulations, including Cap. 509 Occupational Safety and Health Ordinance, the Labour Law of the PRC, the Fire Prevention Law of the PRC, the Prevention and Control of Occupational Diseases of the PRC and the Measures for the Ascertainment of Work-related injuries. To prevent the outbreak of fire within our operation areas, our security guards will be responsible to carry out routine daily checks around our sites, such as dormitory, factories, garages, lavatories, and kitchen. Our staff will also ensure all equipped fire extinguishers are functioning properly and will replace those which do not comply with the fire safety standards. Our Human Resources Department will guide our fire safety committee to carry out one to two fire drill practices annually and we demand all of our employees should acknowledge the designated locations and operations of all fire extinguishers.

健康和安

我們的僱員健康和安一直是天長高度關注的議題。因此，集團已實施了「健康安全管理程序」，消除潛在安全隱患，確保工作環境安全，保護僱員免受傷害。管理程序涵蓋了我們所有的業務運作，以及我們的供應商的安全要求。安全委員會對我們的工廠進行風險評估，並辨認所有潛在的危害健康和安因素。該委員會的代表還為所有僱員定制健康和安培訓計劃。此外，來自不同部門的所有監督員會密切監督其部門的工作人員，以防止事故發生，另外，亦對他們進行正確操作的培訓。未經主管事先批准，不允許任何工人在現場進行任何維修工作。如發現任何有可能危害到僱員安的情況，監督員應當立即向主管報告並立即進行整治。此外，如果發現任何故障或機械故障，工人應向主管報告。在工作區域中的所有通道嚴禁擺放雜物及我們亦不允許僱員在機器運行時離開工作區域。在報告時間，有18個(去年：14個)與工作有關的員工受傷個案，並沒有任何與工作有關的死亡事件。

除了我們的內部管理程序外，天長亦嚴格遵守當地相關法律法規，包括職業安全及健康條例第509章、中華人民共和國勞動法、中華人民共和國消防法、中華人民共和國職業病防治法及工傷認定法。為了防止工作區域內發生火災，我們的保安每天都會在周圍進行例行檢查，如宿舍、廠房、車庫、廁所和廚房。我們的工作人員還將確保所有滅火器正常運行，並更換不符合消防安全標準的滅火器。我們的人力資源部門將協助我們的消防安全委員會每年進行一到兩次消防演習，我們要求所有僱員都明確知道所有滅火器的指定位置和操作。

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Lastly, to offer a healthy workplace environment to all employees, Tian Chang demands a clean and tidy working environment in all operation areas. Ventilation machines shall be switched on during working hours to ensure sufficient air ventilation indoors. Sanitizing equipment and tools are provided among the dining areas and spitting is strictly prohibited in our factories. The Group will also circulate notices to our employees to remind them of precautionary measures during peak seasons of influenza. We believe all the aforementioned procedures can safeguard our employees' health and safety and minimize all potential workplace occupational hazards.

最後，為了給所有僱員提供健康的工作環境，天長要求在所有工作區域保持乾淨整潔的工作環境。在工作時間內應打開通風機，以確保室內有足夠的通風。用餐區提供消毒設備和工具並嚴禁吐痰。集團亦會向僱員發出通知，提醒他們在流感高峰期採取預防措施。我們相信所有上述程序都可以保障僱員在工作場所的健康和安全，並有效地減少所有潛在的工傷事故。



First Aid knowledge training
醫療急救知識培訓



Food safety management training
食品安全管理培訓



Fire Drill
消防演習



DEVELOPMENT AND TRAINING

Tian Chang has stipulated the “Management Procedures on Development and Training” for in-house training and distribution of work. The document clearly lists out the requirements and performance indicators to enhance our employees’ occupational skillset and quality. It also reinforced our development and training systems and ensures all programmes are carried out in a smooth and sustainable practice. Our Human Resources Department is also responsible for the instructions of the job duties of each position and formulates an annual training development plan. The Department also organizes and archives all development and training records for internal assessment and evaluation. Besides, all departments will assist our staff from the Human Resources Department to conduct training sessions and provide necessary feedbacks for continual improvements. In addition, to enhance the learning atmosphere and promote efficient training information among employees, all departments are required to fill in a corresponding “Development and Training Datasheet” and submit to the Human Resources Department.

Furthermore, the Group tailors various training courses to all employees for suiting their needs. For example, comprehensive pre-job trainings and orientation programmes are provided to new employees with introduction of company background and culture, foundation knowledge of company regulations and safety requirements. New employees are also subject to corresponding on-job trainings offered by their reporting departments. We also provide sufficient trainings to newly promoted employees, so as to enhance their practical skills and adaptability in new positions. Tian Chang also invites external institutions to organize training courses to our employees. Our Human Resources Department will revise our annual training programmes in accordance with the reviews and feedbacks of each department. The Group believes our vocational training practices will allow us to nurture a better, sustainable working environment and learning atmosphere to our employees.

發展和培訓

為了系統化集團內部培訓的工作，天長制定了「培訓發展管理手冊」。該手冊明確列出了要求和績效指標，以提高我們僱員的職業技能和素質。本手冊加快了我們的發展和培訓系統的建設，確保所有計劃都順利和可持續地進行。我們的人力資源部門還負責每個工作職位的職責說明，並制定年度培訓發展計劃。該部門亦將所有發展和培訓記錄存檔，以進行內部評估。此外，所有部門都會協助人力資源部的同事進行培訓課程，並提供意見，以便不斷改進。此外，為增強學習氛圍，促進高效的培訓，所有部門的同事都需要填寫相應的「發展和培訓資料表格」並提交給人力資源部。

此外，集團為所有僱員提供各種培訓課程，適合他們的需要。例如，通過介紹公司背景和文化、公司法規的基礎知識和 safety 要求，為新僱員提供全面的職前培訓和入職培訓計劃。新僱員也需要接受相應部門提供的在職培訓。我們還為新晉員工提供充分的培訓，以提高他們在新崗位上的實踐技能和適應能力。天長還邀請外部機構為員工舉辦培訓課程。我們的人力資源部門將根據各部門的評審和意見修訂我們的年度培訓計劃。集團相信，我們的職業培訓能夠培養更好的員工，打造可持續的工作環境和學習氛圍。

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On-Job Training
在職培訓



LABOUR STANDARDS

Tian Chang strictly abides by all labour-related laws and regulations of Hong Kong and the PRC, including Cap. 57 Employment Ordinance, Cap. 485 Mandatory Provident Fund Schemes Ordinance, Cap. 509 Occupational Safety and Health Ordinance, Cap. 608 Minimum Wage Ordinance, the Labour Law of the PRC, the Labour Contract Law of the PRC, the Provisions of Child Labour of the PRC and the Law of the PRC on the Protection of the Minors. In addition to the compliance of the labour-related laws and regulations, the Group has established "Management Procedures on the Prohibition of Child Labour". Human Resources Department is not allowed to hire child labour, who are aged under 16, and junior workers, who are aged between 16 and 18, during our recruitment process. Applicants are required to report their identity by showing their identity cards during the application. Upon issuance of letter of employment, our staff from Human Resources Department will require the applicant to show their original identity card for verification purpose. Through discussion and checking of identity card during the engagement process, the Group believes the possibility of recruiting child labor is minimized.

勞工標準

天長嚴格遵守香港和中國所有與勞工相關的法律法規，包括僱傭條例第57章，強制性公積金計劃條例第485章，職業安全及健康條例第509章，最低工資條例第608章，中華人民共和國勞動法，中華人民共和國勞動合同法，中華人民共和國童工和中華人民共和國關於保護未成年人的法律規定。除了遵守勞動產權相關的法律法規，集團確立了「禁止使用童工手冊」。在招聘過程中，人力資源部門是不允許聘請16歲以下的童工，年齡在16至18歲之間的初級工人。求職者必須在招聘期間出示身份證以明確身份。在發出聘請確認信後，我們的人力資源部門工作人員將要求求職者出示其原始身份證以供核實。通過身份核實過程驗證，集團認為招聘童工的可能性減至最少。

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In case any child labour are observed by our employees during daily business operations, our employees shall report to the Human Resources Department directly and senior departments for immediate verification. The Group will report to local Labour Department without delay. If necessary, the Group will send the reported child labour directly to local hospitals for health checks. If it is found that the parents or guardians of the child labour encounter financial difficulties, the Group will provide suitable assistance to the family and education allowance to improve their financial status.

SUPPLY CHAIN MANAGEMENT

To ensure Tian Chang's products fulfill the expectations of our customers, while minimizing any potential environmental and social risks from our suppliers, the Group has established "Management Procedures on Supply Chain" to select qualified and outstanding suppliers. The procedure grades all suppliers by relevant rating systems: outstanding suppliers are rated between 80 and 100, suppliers with rating from 65 to 80 are classified as pass while the rest are considered failed. Our Purchasing Department will be responsible for the management of all production and non-production services suppliers and our ISO Department will be responsible for the assessment of suppliers.

During the engagement process, our teams will assess all potential suppliers based on their certification of management systems, company profile, manufacturing procedures, status of production and inspection equipment and the applicable operation or production license of certain hazardous chemicals. Besides, the Group will assess our suppliers if they have attained the certification of ISO9001:2015 or other related documents, and all samples and products have undergone applicable quality test on-site. Inspection will be carried out bi-annually for outstanding suppliers, while the frequency of inspections will increase to once per year for suppliers which obtained a pass in our assessment scheme.

在任何情況下，假如我們的員工在日常業務中發現童工，應直接向人力資源部門和管理層報告，以立即核實。集團會立即報告當地勞動部門，如有必要時，集團會直接將被發現的童工送到當地醫院進行健康檢查。如果發現童工的父母或監護人遇到財政困難，集團將提供給家庭和教育津貼作適當的協助，以改善其財務狀況。

供應鏈管理

為確保天長的產品能夠滿足客戶預期，同時儘量減少供應商的潛在環境和社會風險，集團已制定「供應鏈管理程序」，以選擇合適的優秀供應商。該程序按相關評級制度對所有供應商進行評級：優秀供應商的評級為80至100，評級為65至80的供應商被歸類為合格，其餘供應商被視為不合格。我們的採購部門將負責所有生產和非生產服務供應商的管理，我們的ISO體系部負責評估供應商的表現。

在確認合作過程中，我們的團隊將根據其對管理系統、公司簡介、製造過程、生產和檢驗設備狀況和適用經營或生產有害化學物品的許可證等認證來評估所有潛在供應商。此外，如果供應商已獲得ISO9001:2015認證或其他相關文件，集團會對所有樣品和產品進行現場品質檢測。對於優秀的供應商，每兩年進行一次檢查，而對於在我們的評估計劃中獲得合格的供應商，檢查的頻率將增加到每年一次。

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PRODUCT RESPONSIBILITY

To protect consumer data privacy and other confidential documents, Tian Chang strictly follows Cap. 528 Copyright Ordinance, Cap. 486 Personal Data (Privacy) Ordinance, the Law of the PRC on the Protection of Customer Rights and Interests and has established clear instructions on how to prevent leakage of confidential documents and effective management of documents. The “Management of Confidential Documents” has classified all documents into three broad categories: A, B or C grade, based on the extent of sensitivity of the documents. Our ISO Department will be responsible for the classification, management and distribution of documents in order to attain better monitor purposes.

The Group also complies with related national laws and regulations on product safety. We provide our best effort to ensure our products are of top quality by conducting regular checks. Besides, the Group also adopts responsible advertising and labeling manner to minimize customer dissatisfaction. The Group has implemented “Procedures on Information Exchange” to ensure Operation Department are responsible for the product quality and safety. During the reporting period, our Group had not experienced any material litigation, claims, return on sales, recalls, reworks, or repairs from our customers, while the returns on sales for FY2018 was 1.15% (previous year: 0.4%).

產品責任

為保護消費者資料隱私和其他機密文件，天長嚴格遵守版權條例第528章、個人資料(私隱)條例第486章、中華人民共和國保障客戶權益法，並對防止機密文件洩露及文件的有效管理制定了明確的指引。基於所述文件的敏感程度，「機密文件管理」將所有文件分為三大類：A、B或C級。我們的ISO體系部負責將文件分類，管理和分發，以實現更好的監控目的。

集團亦遵守相關國家在產品安全方面的法律和法規。我們亦定期檢查我們的產品以確保我們的產品品質一流。此外，集團亦採用正確的廣告及貼標方式，儘量減少客戶的不滿。集團制定了「訊息交流程序」，以確保營運部門對產品品質和安全負責。於報告時間，集團並沒有任何重大訴訟、索償、銷售退貨、召回、返工或客戶維修，在2018年財政年度，銷售的退貨比率是1.15%(去年：0.4%)。

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ANTI-CORRUPTION

Tian Chang expects our employees carry out their work in a responsible and honest manner. The Group strictly complies with relevant laws and regulations, including Cap. 201 Prevention of Bribery Ordinance, Cap. 615 Anti-Money Laundering and Counter-Terrorist Financing Ordinance, the Criminal Law of the PRC and its Judicial interpretation, the Criminal Procedure Law and its Judicial interpretation, the Interpretation on Several Issues Concerning the Applicable Laws to Handling Criminal Cases of Embezzlement and Bribery, and the Anti-Money Laundering Law of the PRC. In addition, the Group's "Management Procedures on Anti-Bribery" applies to all entities among the corporate in order to regulate all business activities.

The Group embraces responsible business practices and we expect high moral standards and integrity from our employees and business partners. To prevent employees from any malpractices that may potentially threaten Tian Chang's interest and reputation, we regularly remind our employees to comply with our code of practices. Besides, it is clearly stated that all capital and assets of Tian Chang shall only be used in a legal and appropriate manner. Any forms of bribery, extortion, fraud, money-laundering and embezzlement are strictly forbidden. Employees are allowed to report on any suspicious misbehavior of unethical businesses to our senior management directly. All whistle-blowing procedures will be conducted in strict confidence and the Group will ensure all measures are undertaken to protect the privacy and identity of whistle-blower. The review panel of the Group will conduct formal investigation on all reported cases. The Group accepts zero tolerance to any dishonesty and unethical business behaviors and if any violation is confirmed, we will report to the government authorities in accordance with the law and the involved employee will be penalized immediately.

During the reporting period, the Group did not observe nor receive any legal cases regarding corrupt practices.

反貪污

天長期望我們的員工工作盡責及態度誠懇。集團嚴格遵守相關法律法規，包括防止賄賂條例第201章、打擊洗錢及恐怖分子資金籌集條例第615章、中華人民共和國刑法及其司法解釋、刑事訴訟法及其司法解釋、關於辦理貪污賄賂刑事案件適用法律若干問題的解釋和中華人民共和國反洗錢法。此外，集團的「反賄賂管理程序」用於公司內的所有人事，以規範所有業務活動。

集團推崇負責任的商業行為，我們期望員工和業務合作夥伴具有高度的道德標準和誠信。為防止員工作出任何可能威脅到天長的利益和聲譽的惡意行為，我們會定期提醒員工遵守我們的行為準則。此外，天長明確規定，所有資本及資產應當以合法及適當的方式使用。集團嚴禁任何形式的賄賂、勒索、欺詐、洗錢和貪污。員工可以直接向我們的高級管理層報告任何可疑的不道德行為。所有舉報過程及內容將嚴格保密，集團將確保採取一切措施保護舉報人的隱私和身份。審查小組將對所有報告的案件進行調查。集團對任何不誠實及不道德的商業行為均予以零容忍，若有任何違規行為得到確認，我們將依法向政府機關報告，並立即對所涉及的員工進行處罰。

在報告時間內，集團沒有收到任何有關腐敗行為的事件及法律案件。

SOCIAL PERFORMANCE

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COMMUNITY INVOLVEMENT

Tian Chang encourages our employees to participate in community philanthropic activities. During the reporting period, the Group has contributed to the aspects of education and health through sponsorship. As Tian Chang has always encouraged our employees to help each other and devote themselves in volunteering services to the community, the Group is proud to receive a recognition award in our contribution to the provision of education services in the community. We would like to foster the improvement and development in the society by a sustained investment and involvement in the community. Tian Chang is also committed to the promotion of volunteering works and encourages our employees to participate in service activities.

社區參與

天長鼓勵員工參與社區慈善活動。在報告時間內，集團贊助教育和健康方面的活動。由於天長一直鼓勵我們的員工互相幫助，並致力於為社區提供志願服務，因此集團很榮幸能夠在社區提供教育服務方面獲得表彰獎。我們希望通過持續投資和參與社區活動來促進社會的改善和發展。天長還致力於推廣義工工作，並鼓勵員工參與服務活動。



Volunteering works
免費修剪髮



Mother day activities
母親節活動

HKEX ESG Reporting Guide Aspects 港交所環境、社會及管治報告指引層面及一般披露	Description 描述	Pages/Remarks 頁數／備註
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	4-8
KPI關鍵績效指標 A1.1	The types of emissions and respective emissions data 排放物種類及相關排放數據	6
KPI關鍵績效指標 A1.2	Greenhouse gas emissions in total and intensity 溫室氣體總排放量及密度	6
KPI關鍵績效指標 A1.3	Total hazardous waste produced and intensity 所產生有害廢棄物總量及密度	8
KPI關鍵績效指標 A1.4	Total non-hazardous waste produced and intensity 所產生無害廢棄物總量及密度	8
KPI關鍵績效指標 A1.5	Description of measures to mitigate emissions and results achieved 描述減低排放量的措施及所得成果	5
KPI關鍵績效指標 A1.6	Description of how hazardous and non-hazardous wastes are handled, reduction initiatives and results achieved 描述處理有害及無害廢棄物的方法、減低產生量的措施及所得成果	7

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Aspect A2: Use of Resources 層面 A2：資源使用		
General Disclosure 一般披露	Policies on the efficient use of resources, including energy, water and other raw materials 有效使用資源(包括能源、水及其他原材料)的政策	9
KPI關鍵績效指標 A2.1	Direct and/or indirect energy consumption by type (e.g. electricity, gas or oil) in total and intensity 按種類劃分的直接及／或間接能源(如電、氣或油)總耗量及密度	9
KPI關鍵績效指標 A2.2	Water consumption in total and intensity 總耗水量及密度	9
KPI關鍵績效指標 A2.3	Description of energy use efficiency initiatives and results achieved 描述能源使用效益計劃及所得成果	9
KPI關鍵績效指標 A2.4	Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency initiatives and results achieved 描述求取適用水源上可有任何問題，以及提升用水效益計劃及所得成果	8
KPI關鍵績效指標 A2.5	Total packaging material used for finished products 製成品所用包裝材料的總量	FY18 data is not available. Data collection will be arranged in FY19 18財政年度並無數據。將於19財政年度安排數據收集
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 minimizing 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	10
KPI關鍵績效指標 A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them 描述業務活動對環境及天然資源的重大影響及已採取管理有關影響的行動	10

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B. Social 社會		
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、反歧視及其他待遇及福利等的： (A) 政策；及 (B) 遵守對發行人有重大影響的相關法律及規例	11-12
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	13-14
KPI關鍵績效指標 B2.1	Number and rate of work-related fatalities 因工作關係而死亡的人數及比率	13
KPI關鍵績效指標 B2.2	Description of occupational health and safety measures adopted, how they are implemented and monitored 描述所採納的職業健康與安全措施，以及相關執行及監察方法	13-14

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Aspect B3: Development and Training 層面B3：發展與培訓		
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	15-16
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 and 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	16-17
KPI關鍵績效指標 B4.1	Description of measures to review employment practices to avoid child and forced labour 描述檢討招聘慣例的措施以避免童工及強制勞工	16-17
KPI關鍵績效指標 B4.2	Description of steps taken to eliminate such practices when discovered 描述在發現違規情況時消除有關情況所採取的步驟	16-17
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 the supply chain 管理供應鏈的環境及社會風險政策	17

HKEX ESG Reporting Guide Aspects 港交所環境、社會及管治報告指引層面及一般披露	Description 描述	Pages/Remarks 頁數／備註
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, labeling and privacy matters relating to products and services provided and methods of redress 有關所有提供的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	18
KPI關鍵績效指標 B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons 已售或已運送產品總數中因安全與健康理由而須回收的百分比	18
KPI關鍵績效指標 B6.2	Description of consumer data protection and privacy policies, how they are implemented and monitored 描述消費者資料保障及私隱政策，以及相關執行及監察方法	18
Aspect B7: Anti-corruption 層面B7：反貪污		
General Disclosure 一般披露	Information on: (A) the policies; and (B) compliance with relevant laws and regulations that have a significant impact on the issuer relating to bribery, extortion, fraud and money laundering 有關防止賄賂、勒索、欺詐及洗黑錢的： (A) 政策；及 (B) 遵守對發行人有重大影響的相關法律及規例	19
KPI關鍵績效指標 B7.1	Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the reporting period and the outcomes of the cases 於報告時間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	19
KPI關鍵績效指標 B7.2	Description of preventive measures and whistle-blowing procedures, how they are implemented and monitored 描述防範措施及舉報程序，以及相關執行及監察方法	19

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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	20
KPI關鍵績效指標 B8.1	Focus areas of contribution 專注貢獻範疇	20



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