

# Environmental, Social<sup>AND</sup> Governance Report

2021



**Television Broadcasts Limited**  
電視廣播有限公司

Stock Code : 00511

# CONTENTS

## PERFORMANCE HIGHLIGHTS

### ABOUT THIS REPORT

- 2 ESG Approach and Scope of Report
- 2 Board Statement
- 3 ESG Structure
- 4 ESG Policy
- 5 Stakeholder Engagement
- 5 Materiality Assessment



### PROTECTING THE ENVIRONMENT

- 8 Targets
- 9 Emissions
- 10 Energy Consumption
- 12 Waste Management
- 14 Water Consumption
- 14 Climate Change
- 15 Recognition
- 15 Plans for 2022



### VALUING OUR PEOPLE & OPERATING RESPONSIBLY

- 18 Employment and Labour Practices
- 24 Supply Chain Management
- 24 Product Responsibility
- 27 Anti-Corruption



### CONTRIBUTING TO OUR COMMUNITY

- 30 Fundraising and Programmes on Issues of Social and Civic Responsibility
- 32 Engaging Our Staff
- 32 Community Investment
- 35 Plans for 2022

### APPENDIX

- 36 Performance Table

# PERFORMANCE HIGHLIGHTS

## ENERGY CONSUMPTION

Vehicle & stationary combustion    Electricity consumption

↓ **14.41%**

↓ **2.72%**

Energy intensity per production hour

↓ **8.6%**

Total energy consumption

↓ **1,436,368.01 kWh**



## EMISSIONS

Total greenhouse gas emissions

↓ **27.5%**

## WASTE MANAGEMENT

Non-hazardous waste generated per production hour

↓ **6.19%**

Hazardous waste generated per production hour

↓ **38.17%**



## EMPLOYEE RECOGNITION

Presented the first

**50-year** Long Service Award



## OCCUPATIONAL SAFETY & HEALTH

**0** fatal accident

No. of lost days due to work injury

↓ **27.3%**

## PRODUCT RESPONSIBILITY

**404,339**

public communications handled by TVB, myTV SUPER & Big Big Shop

Commendations received

↑ **60%**

## COMMUNITY INVESTMENT

More than **11,000** costumes and accessories donated to non-profit making organisations

Over **HK\$314 million** raised during fundraising shows

TVB Volunteer Team delivered **557 hours** of voluntary service

TVB, Staff & Artistes Fund for Charities granted over **HK\$1 million** donations and subsidies to the needy

# ABOUT THIS REPORT

Television Broadcasts Limited (“Company”, “TVB” or “we”) publishes the Environmental, Social and Governance (“ESG”) Report annually to summarise the sustainability objectives, initiatives and performance of the Company and its subsidiaries (“Group”). This ESG Report covers the period from 1<sup>st</sup> January 2021 to 31<sup>st</sup> December 2021 (“Year”) and should be read in conjunction with the Company’s 2021 Annual Report, which contains a comprehensive review of the Company’s financial performance and corporate governance frameworks and practices. This Report has been prepared in accordance with the “comply or explain” provisions of the Environmental, Social and Governance Reporting Guide set out in Appendix 27 to the Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited.

## ESG APPROACH AND SCOPE OF REPORT

The Company defines the scope for its ESG report with reference to the operating segments described in its financial reports. This ESG Report covers the Group’s core terrestrial television broadcasting, streaming and e-commerce businesses conducted at TVB City in Tseung Kwan O Industrial Estate and transmission sites around Hong Kong (excluding Ztore and Neigbuy which were acquired by the Company during the Year). This Report excludes the ESG performance of business

operations in the mainland and overseas as they do not have significant ESG impact. It also excludes companies in which TVB does not have a controlling interest and those which were acquired by the Company during the Year. There has been no change in the scope of this Report.

## BOARD STATEMENT

The board of directors of the Company (“Board”) recognises the significance of ESG issues in building long-term business success as well as the sustainability of both the community and the environment.

Having served Hong Kong people for over 54 years, TVB’s multifaceted businesses ranging from free television broadcasting, to streaming, to e-commerce services have become an integral part of Hong Kong people’s everyday lives. The Company is mindful that everything we do could have substantial impact on society and the environment. Apart from maintaining our quality offerings, we adhere to the management objective of integrating ESG policies into our business operations.

Moving forward, the Board will continue to take on responsibilities in sustainability development and to also ensure the Company’s development direction is aligned with stakeholders’ expectations through ongoing sustainability risk management and stakeholder communication.



## ESG STRUCTURE

### THE BOARD, RISK COMMITTEE AND SUSTAINABILITY STEERING GROUP

The Board is charged with the overall responsibility of overseeing the strategy, evaluation process, priority setting and management of ESG-related issues, including risks to the businesses of the Group and the reporting on ESG matters.

The Risk Committee of the Board (“Risk Committee”) is responsible for evaluating and determining the nature and extent of the risks the Company is willing to take in achieving its strategic objectives. It is also tasked with ensuring that the Company establishes and maintains appropriate and effective risk management and internal control systems on an ongoing basis. In particular, the Risk Committee undertakes the duty to consider the Company’s policies, strategies and targets, as well as reporting in relation to ESG matters.

The Sustainability Steering Group (“SSG”) was established in 2017 to assist the sustainability efforts of the Group and reports to the Risk Committee.

The SSG is chaired by the Assistant General Manager (Human & Production Resources) and comprises two other members of Senior Management of the Company. It is advised by a number of working groups at staff level covering social responsibility, training and development, materials, resource-use and waste. The SSG was set up to advise the Risk Committee on TVB’s sustainability priorities and goals and to steer TVB group level strategies, policies and practices on sustainability matters. It enables TVB to operate on a sustainable basis; to balance corporate, social, economic and environmental responsibilities; to achieve a sustainable growth path; and to effectively manage its sustainability risks. The major duties and functions of the SSG are set out in its terms of reference.

The SSG holds regular meetings to discuss, monitor progress, evaluate the performance of ESG aspects and to manage the sustainability risks of the Group conferred on the SSG by the Board and the Risk Committee. During 2021, the SSG dealt with the following matters:

Reviewing the progress and effectiveness of our material topics in light of new trends in sustainability, new challenges and evolving business goals

Balancing corporate, social, economic and environmental responsibilities with a view to achieve a sustainable growth path

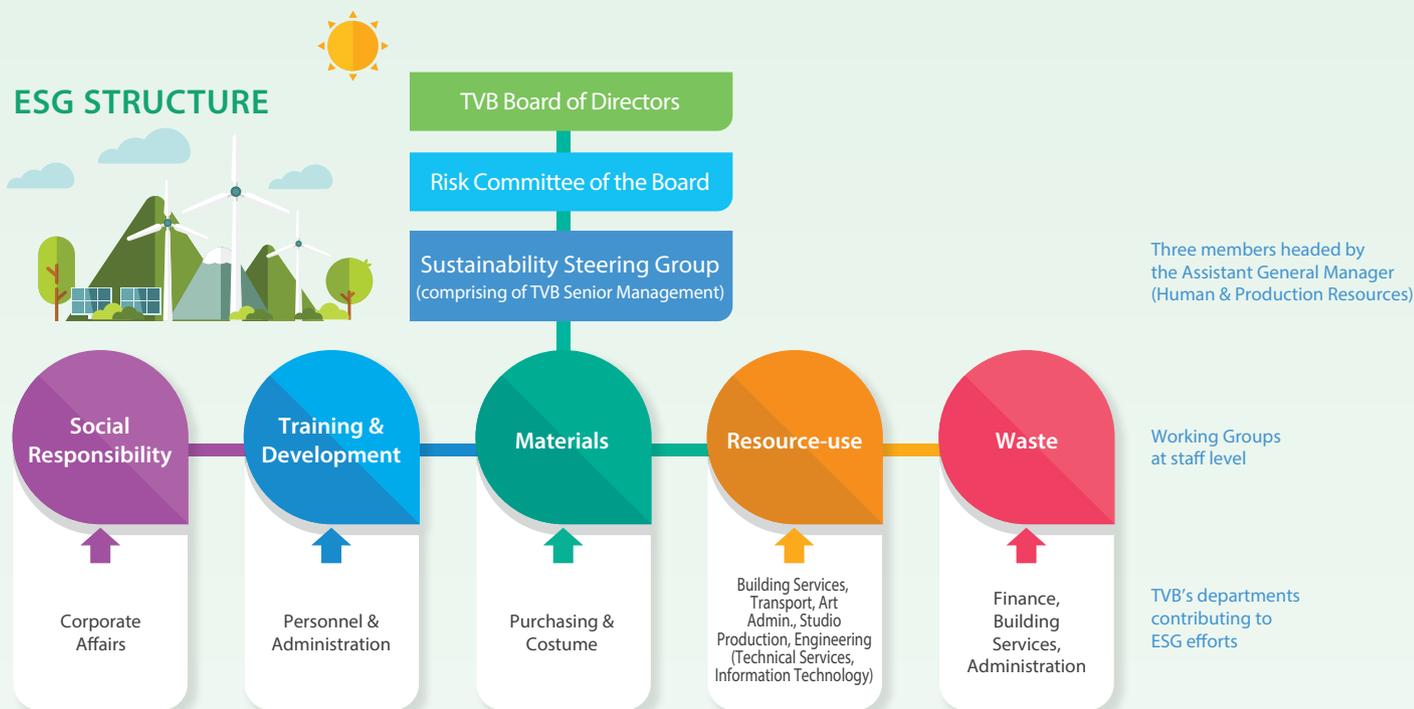
Reporting on matters to the Risk Committee which enable TVB to operate in a sustainable basis

Managing sustainability risks



# ABOUT THIS REPORT

## ESG STRUCTURE



## ESG POLICY

The following ESG policy guides the behaviour of all employees of the Group to ensure ESG practices are implemented effectively:



## STAKEHOLDER ENGAGEMENT

We recognise the importance of interacting with our stakeholders as an integral part of our business operations and corporate development. We engage with our key stakeholders on an ongoing basis through a variety of channels to listen and to collect information relevant to our ESG initiatives. We regard the following groups as our major stakeholders:

- Shareholders and Investors
- Customers
- Employees
- Government and Regulators
- Business Partners
- Suppliers and Contractors
- Media
- Local Communities and Non-governmental Organisations (NGOs)
- Industry Associations and Professional Bodies
- Volunteer Teams

Our regular engagement channels with these major stakeholders include:

- Shareholders' meetings
- Analysts' meetings
- Results presentations
- Non-deal roadshows
- Investor conferences
- Financial reports, announcements and circulars
- Surveys
- Trainings and workshops
- Volunteer activities
- Town hall meetings with audience groups
- Project collaborations
- Public events
- Site visits and home visits
- Sponsorships and donations
- Corporate websites
- Fundraising and charity programmes

## MATERIALITY ASSESSMENT

In order to identify the material ESG aspects which have significant impact on society and the environment, the Company has conducted an internal materiality assessment and survey with our external investors. After collection and analysis of the results, the Board identified the following ESG topics as potentially material relevant to our business operations:

## ESG TOPICS

### Environmental Protection

- 1 Greenhouse gas ("GHG") emissions
- 2 Energy consumption
- 3 Hazardous waste
- 4 Non-hazardous waste
- 5 Climate change

### Social Responsibility

- 6 Employment and labour practices
  - Compliance of labour standards
  - Occupational health and safety
  - Employee development and recognition
- 7 Supply chain management
- 8 Product responsibility
  - Compliance and customer satisfaction
  - Intellectual property rights
  - Data privacy
- 9 Anti-corruption

### Community Investment

- 10 Community engagement

# PROTECTING THE ENVIRONMENT





Environmental Protection

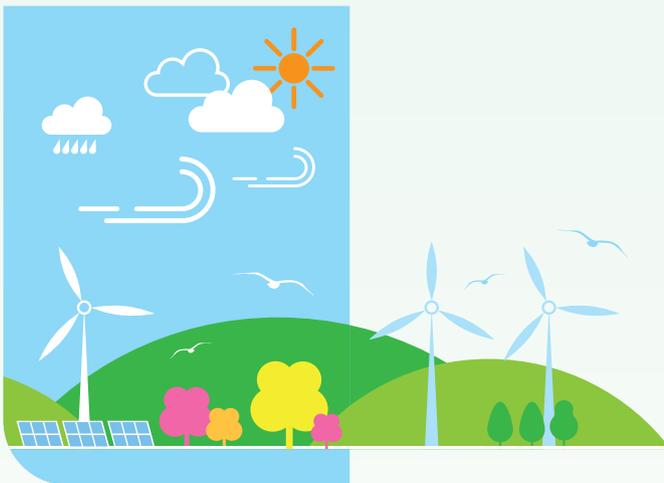
Social Responsibility

Community Investment

# PROTECTING THE ENVIRONMENT

In 2021, the Group continued to make substantial efforts in implementing environmental strategies and undertaking initiatives on energy saving, resource conservation and enhancement of environmental awareness among stakeholders. Upon continuous review and evaluation of the Company's performance on emissions and use of resources, the Board identified specific targets for the reporting year and succeeded in implementing a series of mitigation measures in order to protect the environment.

We conducted our business in accordance with environmental laws and regulations enacted by the Hong Kong Government. These include the Air Pollution Control Ordinance (Cap. 311), Water Pollution Control Ordinance (Cap. 358), Waste Disposal Ordinance (Cap. 354) and Motor Vehicle Idling (Fixed Penalty) Ordinance (Cap. 611) implemented by the Environmental Protection Department.



## TARGETS

- Minimise greenhouse gas ("GHG") emissions and advocate the adoption of renewable energy**  
Collective efforts are necessary to cope with global climate change and minimising GHG emissions is one of the most effective ways to do so. By upgrading our facilities, such as lighting and air-cooled chillers, to models with higher energy efficiency, we hope to bring down energy consumption in the long run. Moreover, the Company aims to generate more electricity with rooftop solar panels to further reduce emissions
- Encourage green driving**  
The Company will continue to incorporate more electric vehicles ("EV") into our business. EVs remain our top choice in the event of any vehicle replacements while EV chargers are being installed within our premises to facilitate green driving
- Reduce our employees' carbon footprints**  
With the Company's efforts in promoting corporate sustainability among employees, we aim to enhance their awareness towards resource conservation, energy saving and environmental protection, inspiring tangible changes to their long-term behavioural patterns

We assessed our environmental performance by calculating the intensity of ESG data in combination with the total number of local production hours. We have adopted a consistent methodology since 2017 such that past data can be objectively comparable. In 2021, the number of local production hours totalled 22,958 hours, representing a 5.74% year-on-year increase (2020: 21,712 hours). The rise in production hours was due to a modified programming strategy that aimed for more diverse self-produced programmes across different channels to meet viewers' tastes and expectations.



1-2 Shooting at TVB City

## EMISSIONS

### PERFORMANCE

GHG emissions constitute a large portion of our total emissions. They can be categorised as scope 1 (direct GHG emissions) and scope 2 (indirect GHG emissions). Scope 1 emissions are mainly contributed by direct emissions from the Company's own vehicular fleet, comprising of motorcycles, passenger cars, private buses, light and medium goods vehicles and special purpose vehicles for outdoor shootings. Scope 2 emissions are derived from electricity consumption. In 2021, the total quantity of GHG emissions were recorded at 15,209.21 tonnes of CO<sub>2</sub>e, representing a significant 27.5% decrease as compared to the previous year (2020: 20,977.31 tonnes of CO<sub>2</sub>e). The intensity of GHG emission per production hour was recorded at 0.66 tonnes per hour, a marked decline of 32% from the previous year (2020: 0.97 tonnes per production hour). Through a combination of factors such as wider usage of EVs, the decommissioning of analogue broadcasting equipment, together with the Company's continued efforts in energy-saving, drastic reductions were observed in both the total GHG emissions as well as its intensity.

Total GHG emissions  
15,209.21 tonnes of CO<sub>2</sub>e

↓ 27.5%

#### Direct & indirect GHG emissions (tonnes of CO<sub>2</sub>e)



● Total ● Intensity

#### Air emissions (SO<sub>x</sub>) (kilogrammes)

Sources: diesel & petrol consumed by vehicles



Remarks:

Scope 1 emissions are direct GHG emissions from sources that are owned or controlled by the Company, such as emissions from fuel burnt by our vehicle fleet and generators

Scope 2 emissions are indirect GHG emissions generated by electricity we consumed

#### Greenhouse gas emissions (tonnes of CO<sub>2</sub>e)

Sources: diesel & petrol consumed by vehicles & generators, electricity, water



3



3. TVB Vehicle Fleet

# PROTECTING THE ENVIRONMENT

## ENERGY CONSUMPTION

### PERFORMANCE

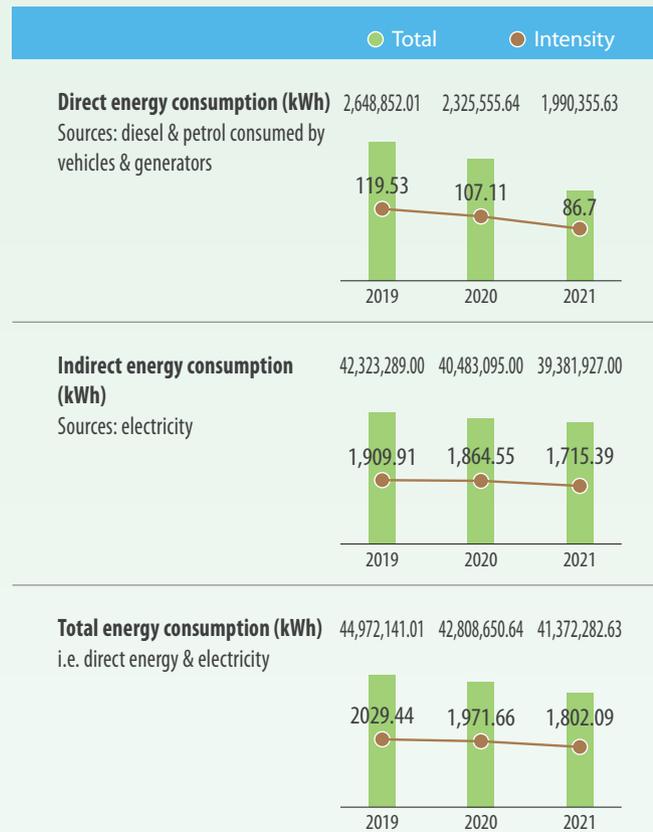
Energy consumption is similarly categorised as direct energy consumption, which includes diesel and petrol used by vehicles and generators, versus indirect energy consumption, such as electricity. Direct energy consumption was mainly through our fleet of vehicles and mobile generators deployed to support location shootings. The Company has a fleet of 81 vehicles including private cars, buses, light and medium goods vehicles, special purpose vehicles as well as motorcycles.

During the reporting year, the total energy consumption was down 3.36% to 41,372,282.63 kWh (2020: 42,808,650.64 kWh). This is attributable to a sharp fall in direct energy consumption, particularly fuel consumption by passenger cars and mobile generators, which saw a year-on-year decline of 14.41% to 1,990,355.63 kWh (2020: 2,325,555.64 kWh). The intensity of consumption plunged 19% to 86.7 kWh per production hour (2020: 107.11 kWh per production hour). As the COVID-19 pandemic continued to influence society in 2021, location shootings as well as large-scale events were avoided as far as possible to minimise gathering of people. The reduced demand for passenger vehicles and mobile generators further reduced overall fuel consumption.

Electricity, which took up the largest share of indirect energy consumption, was mainly used in lighting and air-conditioning for studio production as well as for maintaining broadcasting service and the general operations of the Company. In 2021, a total 39,381,927.00 kWh of electricity was consumed, representing a 2.72% decline when compared to the previous year (2020: 40,483,095.00 kWh). The intensity of consumption dropped 8% year-on-year to 1,715.39 kWh per production hour (2020: 1,864.55 kWh per production hour), which can be attributed to our energy saving efforts and enhanced energy efficiency. Since 1<sup>st</sup> December 2020, television broadcasting in Hong Kong has gone fully digital. This allowed analogue transmitters and transposers for analogue broadcast to be terminated at our transmission sites, contributing to a portion of energy savings in 2021.



1. Numerous EV charging stations have been installed in TVB City to encourage green driving
2. Regular cleaning of the freshwater cooling tower
3. Regular cleaning of air-conditioning system



Fuel consumption  
1,990,355.63 kWh

↓ 14.41%

Electricity consumption  
39,381,927.00 kWh

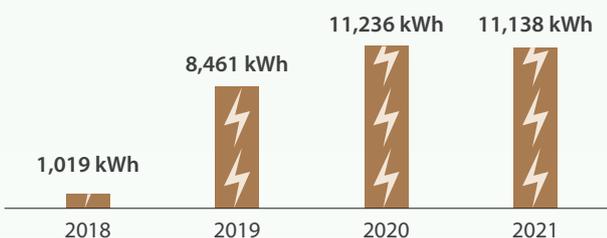
↓ 2.72%

## MEASURES

With our effective environmental protection initiatives and concerted efforts, we have managed to bring down our carbon footprint and energy consumption, gradually building a more sustainable future. The following list summarises the measures we have implemented during the year which focused on reducing emissions, enhancing energy efficiency and raising employees' awareness towards energy saving:

- New energy meters have been integrated into the Energy Management System ("EMS") at Power Center 2, the Uninterrupted Power Supply ("UPS") Systems at the Main Block, News & Carpark Block, as well as the Variety Studio Block Annex
- One set of belt drive air handling units at the staff canteen was retrofitted with electronically commutated (EC) fan units in December 2021. The new EC fan units come with varying speed control, delivering higher energy efficiency than the traditional air handling unit
- We continued to upgrade our lighting facilities. In March 2021, we replaced 263 sets of lights at the staircases of the News & Carpark Block, as well as the Workshop Block at TVB City with motion sensor LED lights. A subsidy of HK\$52,670.4 from CLP Eco Building Fund was received for the enhancement project
- A solar panel system was installed in 2018. Over the years, the amount of electricity generated rose significantly, in particular from 2018 to 2020, which contributed to both environmental and economic benefits. In 2021, the amount of renewable energy generated at the Company was successfully maintained at a level exceeding 11,000 kWh
- Insulation materials of the main cooling water pipes between Checkpoint No.3 and News & Carpark Block are being replaced. This third phase of improvement works commenced in November 2021 and is expected to be completed in February 2022. By improving the thermal insulation of cooling pipes, the energy efficiency of the air-conditioning units will be enhanced. At the same time, it will prevent condensation from accumulating on the outer walls of the pipes, maintaining better environmental hygiene
- The freshwater cooling tower system of the central air-conditioning system and the chiller units were cleaned and disinfected regularly to enhance energy efficiency and operating performance
- Non-essential lights and elevators were switched off during late working hours
- The vehicle replacement scheme continued successfully. Around 72.2% of the Company's cars were Euro V compliant for better fuel efficiency and emission reduction. Some vehicles with high engine displacement were replaced with those of lower displacement volumes to reduce fuel consumption
- Increasing the share of EVs on the road directly translates to lower carbon emissions. EVs are given higher priority during the vehicle replacement process. In 2021, the Group added six EVs to the fleet. To bolster our green driving infrastructure, four electric vehicle chargers were installed in TVB City in 2021, bringing the total number to fourteen

### Renewable energy generated from solar panel



- The large air-conditioning unit at Variety and Drama Studios is capable of running on different operation modes to accommodate different occasions. This functional flexibility optimises its energy consumption. The modes include winter, summer, vacant, studio set-up, two hours before on-air, etc. A member of staff is stationed at the studio-in-use to adjust the temperature of the air-conditioning unit according to actual requirements

- Policies are in place to source sustainable products and services from reliable suppliers and contractors during our procurement process, such as the requirement for Forest Stewardship Council ("FSC") and Programme for the Endorsement of Forest Certification ("PEFC") certified copier paper, wood materials, as well as the alternative use of soy ink printing services. The Company will also step up efforts to encourage its business partners to adopt better environmental protection measures. Please refer to the "Supply Chain Management" section of this report for further details

# PROTECTING THE ENVIRONMENT

## WASTE MANAGEMENT

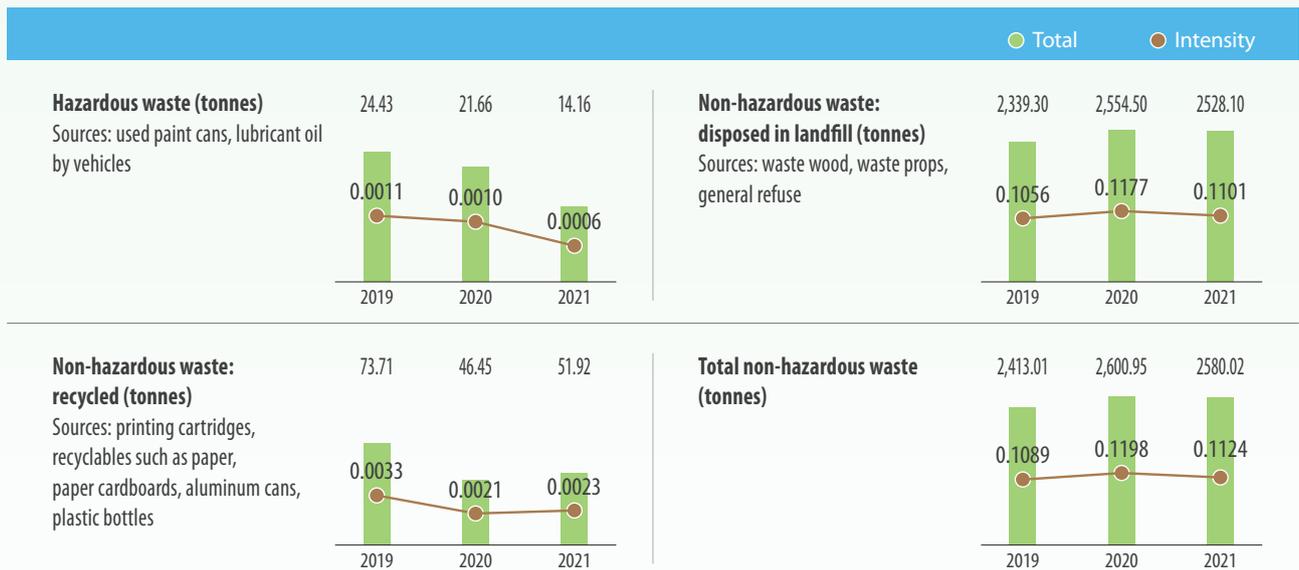
### PERFORMANCE

The dominant categories of non-hazardous waste disposed by the Company were waste props, wood generated from programme production as well as general office waste. The total quantity of non-hazardous waste generated in 2021 was 2,580.02 tonnes, a 0.8% drop as compared to 2020 (2020: 2600.95 tonnes). Part of the reduction was thanks to more staff members choosing dine-in options rather than take-away meals as the pandemic situation stabilised, leading to fewer containers and cutlery being disposed of. Our staff are also more willing to bring their own lunch boxes when buying take-away food. In contrast, the quantity of recyclable non-hazardous waste rose by 11.78% to 51.92 tonnes (2020: 46.45 tonnes). A portion of this recyclable waste was paperwork disposed as a result of office relocation works.

The quantity of hazardous waste saw a significant drop of 34.63% to 14.16 tonnes (2020: 21.66 tonnes), which can be attributed to the reduced disposal and collection of paint and paint cans.

Hazardous waste  
14.16 tonnes

↓ 34.63%



- Multiple recycling bins are placed around TVB City
- Props are properly stored for reuse in future programme productions

## MEASURES

The Company has adopted several initiatives to reduce hazardous and non-hazardous waste and to enhance employees' awareness on waste minimisation:

### Hazardous waste

-  About 1,400 kg of waste fluorescent tubes were recycled via Ecospace Limited in July 2021 (2020: 800 kg). The mercury in the light tubes was collected for recycling, reducing chemical waste and potential environmental pollution
-  We are devoted to minimising the use of lead acid batteries. Unavoidably, 2,049 kg of waste lead acid batteries were generated over the past year, but were all properly disposed of and recycled through Hong Kong Battery Recycling Centre Limited
-  We continued to use low volatile-organic-compounds ("VOC") paint for fitting-out and maintenance work within TVB City to reduce air pollution
-  Used paint cans were disposed of and collected by licensed waste collectors. A new paint supplier was sourced and they provided larger yet lighter paint cans in 2021, contributing to a 35% drastic reduction in the total weight of disposed paint cans (2020: 20.20 tonnes; 2021: 13.07 tonnes). For regular or long-standing studio productions that reused the same scenes, the set-ups were repaired and reused as far as possible to minimise the consumption and disposal of paint and paint cans



### Non-hazardous waste

-  Continue the practice of purchasing from suppliers who can provide wood materials harvested from sustainably managed forests as certified by PEFC
-  LED video walls are deployed in studio productions as far as practicable in our continued efforts to reduce the consumption of wood and props. Reusable costumes and props are properly cleaned and stored for future production use
-  Copier paper to be provided by PEFC certified suppliers
-  Our employees have become more willing and accustomed to a paperless workflow as the Company made consistent efforts in promoting a paperless working environment. This included introducing electronic forms between departments, reducing printed publications and digitalising communication. We continuously encourage our staff to minimise paper wastage, such as printing in double-sided A5 format and recycling paper materials
-  MY TVB mobile app has been adopted as a digital communication channel between the Company and our staff. During the year, most of our information was relayed via the mobile app, giving our staff a unified communication platform that consumes zero paper
-  To increase awareness of recycling, waste separation bins for paper, metals and plastics are placed on various floors of office buildings inside TVB City. The waste is collected regularly by recycling agents
-  The Company continued to recycle 100% of used toner cartridges in 2021 via recycling agents
-  Furniture and office facilities are reused wherever possible during renovation and relocation works in order to minimise waste generation

3. About 1,400 kg of waste fluorescent tubes were recycled

# PROTECTING THE ENVIRONMENT

## WATER CONSUMPTION

Water is not considered a material aspect of our core operations. Yet, it is worthwhile to note that there was a 2.8% increase (2020: 99,068.00 m<sup>3</sup>; 2021: 101,874.00 m<sup>3</sup>) in water consumption during the year as the result of a larger cohort of employee compared to 2020. Our staff also continued to exercise heightened personal hygiene including frequent hand washing, while the Company carried out more disinfection works amidst the COVID-19 pandemic. We strived to protect the health of our staff and to minimise the risk of spreading viruses.



## CLIMATE CHANGE

TVB recognises the significant impact of climate change. Any form of business activity inevitably creates carbon emissions, causes temperature rise, and eventually contributes to climate change. These consequences may in turn threaten our business operations and result in potential financial loss. We have initiated a series of carbon reduction measures focused on enhancing energy efficiency, since electricity generation has long been the greatest contributor to global carbon emissions. Waste reduction measures were also implemented to minimise our carbon footprint. For details, please refer to the measures under “Energy Consumption” and “Waste Management” sections of this report.

We are fully aware of the potential risks that extreme weather events, such as tropical cyclones, severe rainstorms and thunderstorms pose to our core business. They may hinder our programme shooting and the safety of our staff, particularly our news reporters. Terrestrial television transmission might also be disrupted due to power outages and damages to facilities. To manage and to mitigate these climate risks, the Group has adopted the following climate-resilient strategies:



## MEASURES

- Backup generator and UPS system are in place to ensure uninterrupted operation of our transmission sites and news centre. They operate automatically to supply electricity within around ten seconds of a power outage
- The Company has made prior work arrangements for adverse weather conditions. Essential staff who need to report for duty at TVB City or our transmission sites are provided with special transport arrangements, safety equipment and meals to ensure their safety
- Members of staff are stationed at principal transmission sites to monitor and manage transmission services 24/7. In the event of adverse weather conditions where access to and from transmission sites are disrupted, accommodation and sufficient food supplies are provided for the staff
- Outdoor shooting and studio productions are suspended during severe weather to safeguard the safety of employees and guest participants. The Company has adequate supplies of programmes in stock to support our round-the-clock broadcast even when production is suspended
- The Company depends heavily on our reporters and production crew members for the delivery of prompt and real-time weather news reporting to the public. When necessary, they receive safety guides that detail potential threats, measures to keep them safe on assignment and possible remedies. Protective equipment is provided accordingly

## RECOGNITION

Our continuous contributions to environmental protection were duly recognised in 2021. The Company won the Certificate of Merit (Media and Communication) in the 2020 Hong Kong Awards for Environmental Excellence organised by the Environmental Protection Department in recognition of the Company's excellent performance on environmental management. TVB has maintained its recognition as a Hong Kong Green Organisation. We received a Merit Certification at the CLP Smart Energy Award 2021, recognising our energy-saving performance and innovative practices. We also continued to obtain rebates from CLP's Automated Demand Response Programme.



## PLANS FOR 2022

To enhance our energy efficiency efforts and to reduce our carbon footprint, the Company plans to:

- Amplify the influence of renewable energy**  
The Company has engaged with CLPe Solutions scheme since September 2021. Through this zero-investment plan, more than 2,500 pieces of PV panels will be installed at the rooftops of various buildings across TVB City such as Drama Studio Block, Variety Studio Block and News & Car Park Block. The installation works are tentatively targeted to be completed in phases from March 2022 onwards. With the solar panel system in place, the Company hopes to generate more renewable energy in the future in pursuit of a carbon-neutral workplace
- Continue to promote green driving**  
Vehicles play an important part in our daily operations as we frequently transport shooting equipment, props, and artistes for the purpose of programme production. Therefore, we will continue to deploy more EVs in the Company fleet and they will remain a priority in future vehicle replacement schemes
- Encourage long-term behavioural change among employees**  
TVB will continue to adopt a go-green policy to enhance our staff's awareness towards environmental protection and to stimulate long-term behavioural changes. For example, the Company will pursue a digitalised working environment to minimise reliance on paper; more recycling facilities such as glass bottle recycling bins will be placed inside TVB City allowing our staff to handle recyclable materials in an environmentally sound manner

The Company is confident that the SSG will continue to put forward bright initiatives, enabling the Company to reduce its environmental impact and to foster a sustainable global environment.



1. Certificate of Merit (Media and Communication) in the 2020 Hong Kong Awards for Environmental Excellence
2. The Company was certified as a Hong Kong Green Organisation
3. Merit Certification of the CLP Smart Energy Award 2021
4. TVB continues to deploy EVs in the Company's car fleet as a part of its environmental protection strategy
5. More glass bottle recycling bins will be placed within TVB City

# VALUING OUR PEOPLE & OPERATING RESPONSIBLY





Environmental Protection

Social Responsibility

Community Investment

# VALUING OUR PEOPLE & OPERATING RESPONSIBLY

The Company's greatest asset is our staff and artistes who are essential to the continued success of the business. TVB strives to attract, nurture and retain talent by providing a caring and conducive work environment which encourages employees to fulfil their potential and one that recognises satisfactory performance. The Company takes occupational safety as a major management responsibility and works hard to provide a safe and healthy workplace.

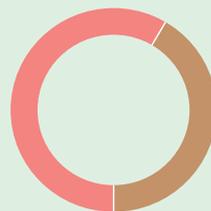
## EMPLOYMENT AND LABOUR PRACTICES

As of 31<sup>st</sup> December 2021, the Group had a total of 3,870 full time staff and artistes. From this total, 3,780 were employed in Hong Kong, representing 98%, while about 2% were employed by our overseas subsidiaries. Each staff member is paid on scales and systems relevant to the respective localities and legislations. In 2021, an employee turnover rate of 16.9% was recorded (2020: 14.6%). Regarding our terms of employment, the Company complies with existing laws at each respective place of operation both within and outside of Hong Kong. These include the Employment Ordinance, the Employees' Compensation Ordinance, the Minimum Wage Ordinance, the Discrimination Legislation, Data Privacy Law, industry regulations and the policy of Equal Opportunities in Employment. Accordingly, the Group maintains a set of policies related to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and benefits and welfare.

The employment of children is occasionally necessary due to specific television production requirements. The Company complies with the Employment of Children Regulations under the Employment Ordinance and obtains permission for the employment of child artistes.

### An analysis of TVB Group's workforce as of 31<sup>st</sup> December 2021

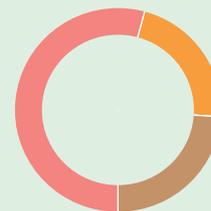
Number of Employees: 3,870



By Gender

Female: 1,608

Male: 2,262

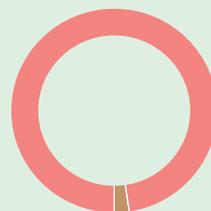


By Age Group

Below 30: 848

30 to 50: 2,096

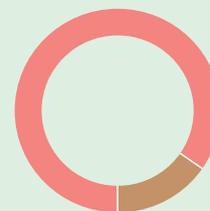
Over 50: 926



By Region

Hong Kong: 3,780

Overseas: 90



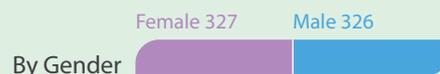
By Employment Contract

Permanent: 3,276

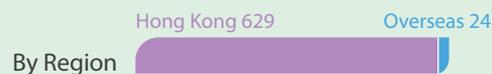
Fixed term: 594

### Employee Turnover

Number of Employee Turnover: 653

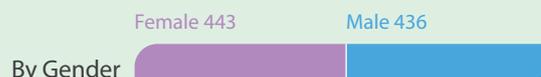


By Gender

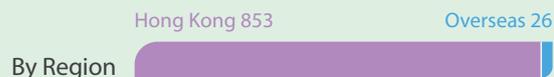


By Region

Number of New Hires: 879



By Gender



By Region

## BENEFITS

Full-time employees are entitled to the following benefits:

- ◆ Mandatory Provident Fund scheme
- ◆ Seven days of matrimonial leave on full basic salary
- ◆ 14 weeks of maternity leave on full basic salary
- ◆ Five days of paternity leave on full basic salary
- ◆ One day of birthday leave on full basic salary with effect from 1<sup>st</sup> August 2021
- ◆ One day of volunteer leave on full basic salary with effect from 1<sup>st</sup> August 2021
- ◆ A maximum of 120 days fully paid sick leave
- ◆ Group medical and life insurance coverage
- ◆ Family dental dependent scheme coverage available to dependents at special rates

All new hires are given the Employee Handbook to familiarise themselves with personnel policies, allowances, staff benefits, company facilities and security matters.

## Good MPF Employer



TVB has been honoured as a Good MPF Employer and was presented with the e-Contribution Award and MPF Support Award under the Good MPF Employer Award 2020-21, organised by the Mandatory Provident Fund Schemes Authority.

## COMMUNICATION

The Company maintains an open dialogue with its staff to understand their needs.

- ◆ MY TVB mobile app  
To ensure our staff are kept up to date with the Company, TVB maintains communication with its staff via a digital platform. MY TVB app, which was developed by the Company, has been in use as an official communication channel between the Company and its employees. Employees are informed of instantaneous and useful information such as the Company's development, anti-epidemic measures, highlights of staff activities, timetable for staff shuttle buses and staff discounts
- ◆ The Intranet & emails  
Staff are granted access to the Intranet where useful information about the Company could be found, such as corporate information, staff handbook, staff benefits and information on different departments. Emails are issued from time to time to keep our employees informed of important announcements made by the Company
- ◆ Ombudsman scheme  
The scheme provides resources to listen to staff suggestions and to handle any grievances
- ◆ Whistleblowing system  
Employees are encouraged to raise concerns about possible improprieties, and to do so in confidence if necessary



MY TVB Mobile App

# VALUING OUR PEOPLE & OPERATING RESPONSIBLY

## OCCUPATIONAL HEALTH AND SAFETY

The Company takes a proactive approach to safety management. During the year, there were no work-related fatalities. The Company recorded 69 reported cases of accidents, which resulted in 64 injuries, representing a 25% increase as compared to 2020 (2020: 51 injuries). Investigations were carried out to identify the causes of the accidents and immediate precautions were put in place to prevent future reoccurrence. The number of lost days resultant from work-related injuries declined by 27.3% to 3,149 days (2020: 4,333 days). The significant drop in the number of lost days is related to the reduced severity of injuries. The Company will continue to reinforce safety training to enhance employees' awareness of workplace safety. The following measures are in place to provide a safe working environment and to enhance safety awareness among employees:

0 Work-related fatalities

### General measures

- ◆ Employees are required to strictly observe the safety standards and procedures under the Company's Safety Management Policy
- ◆ Operational guidelines and safety measures for installation of equipment, building management and production set-up are distributed to employees and contractors
- ◆ The safety committee regularly reviews measures to improve occupational health and safety
- ◆ Annual safety audit and monthly safety inspections were conducted with satisfactory results
- ◆ Eight training courses on workplace risk assessment and occupational or personal safety were organised over the course of the year
- ◆ Information on occupational safety is published via MY TVB mobile app from time to time to raise safety awareness among staff members

### Measures on improving air quality

- ◆ Regular maintenance and renewal of electronic air-purifiers in the central ventilation system which purifies incoming outdoor air. These systems remove harmful components such as bacteria, volatile organic compounds ("VOC") and mould that enter each building
- ◆ To be in line with anti-epidemic regulations imposed by the Government, 15 sets of portable air purifiers with UVC lamps and high efficiency filters were installed at staff canteens & Café Corner in May 2021. They have been registered with the Food and Environmental Hygiene Department for use in dine-in catering premises
- ◆ Regular cleaning and disinfection of the air-filters and cooling-coils were carried out on more than 2,100 fan coil units and 130 air handling units in TVB City to improve Indoor Air Quality ("IAQ")
- ◆ Low VOC paint is used for fitting-out and maintenance around TVB City
- ◆ Catalyst air purification and spray disinfection are conducted after the completion of any fitting-out works to remove VOC and to reduce employees' exposure to pollutants



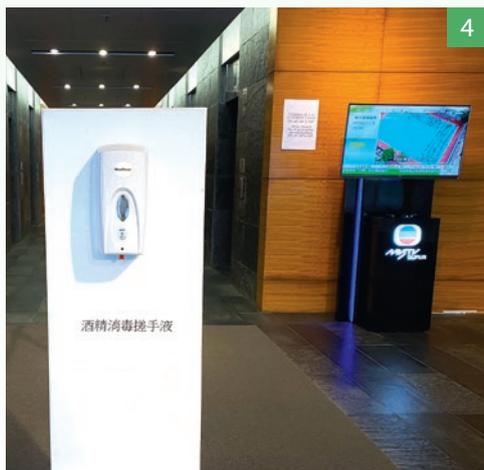
1. Security control centre monitors and ensures a safe work environment
2. IAQwiSe Certificate (Good Level)

We continued to achieve encouraging results in improving IAQ. In 2021, six blocks of buildings in TVB City were awarded IAQwiSe Certificates (Good Level) under Hong Kong Green Organisation Certification.

## Preventive measures against COVID-19

The influence brought on by the COVID-19 outbreak continued to affect our community in 2021. While the situation on virus transmission fluctuated throughout the year, the Company was able to respond quickly by applying preventive and mitigation measures. We successfully protected the safety and health of staff while maintaining uninterrupted production and adequate operating capital. Employees were also spared from taking any no-pay leave or pay cuts. The precautionary measures included:

- ◆ Outside visitors such as contractors and reporters were strictly required to scan LeaveHomeSafe venue QR codes and to submit health declaration forms before they entered TVB City. Body temperature checks were also conducted on all persons entering TVB City using the infrared thermal scanners installed since July 2020. This contactless system enabled quicker and safer body temperature monitoring
- ◆ Apart from displaying LeaveHomeSafe venue QR codes at the entrances of staff canteens in TVB City, the Company also displayed QR codes at places with heavy flow of people such as the main entrance, master control room and news office. Staff and visitors were encouraged to scan and record their visits
- ◆ Maintained effective communication with staff via email and MY TVB mobile app. Staff were promptly informed of any COVID-19 cases and the preventive measures being undertaken
- ◆ Staff must wear masks in production studios and observe good personal hygiene
- ◆ Stepped up cleaning and disinfection of production studios, ventilation system, washrooms, elevators, passenger vehicles, public areas and canteens. Disinfected carpets and hand sanitisers were provided where necessary
- ◆ Water sampling and bacteria tests of cooling towers were carried out while Indoor Air Quality measurements were taken regularly to ensure they were at satisfactory levels
- ◆ To reduce the flow of people and the number of social interactions, employees were allowed to work from home where operational circumstances permitted. Large-scale company activities such as the Lunar New Year gathering were cancelled
- ◆ Overseas shootings as well as scenes with large numbers of people were avoided as far as possible
- ◆ COVID-19 rapid test kits have been made readily available at the Company. Staff are encouraged to undergo rapid testing for a preliminary result when necessary, in order to prevent disruption to television broadcast. Our staff are advised to strictly follow the Government's instructions of compulsory virus testing or quarantine when applicable
- ◆ To strengthen staff's awareness in fighting the pandemic, anti-virus products became the Company's priority when considering distribution of souvenirs to staff. During the year, each employee was given a branded mask folder and a mask fragrance button as a New Year gift and Annual Basin Feast souvenir



3. Infrared thermometer installed at the entrance of TVB City to monitor the body temperature of all visitors
4. Hand sanitisers and disinfectant dispensers were available around TVB City and on company vehicles
5. Cleaning and disinfection efforts have been stepped up since the outbreak of COVID-19

# VALUING OUR PEOPLE & OPERATING RESPONSIBLY

## Encouraging Vaccination

Vaccination is currently the most effective means to minimise the threat of COVID-19 virus transmission. TVB, as a large media corporation, bears the responsibility to make collective efforts and to reinforce common goals in resuming normal daily life and building herd immunity. This is also an important step in creating a safe working environment for our staff.

In this regard, the Company arranged group vaccination services for our staff to receive COVID-19 jabs at community vaccination centre set up by the Government. In addition, an outreach vaccination programme was arranged at TVB City. 280 unvaccinated staff successfully received their first doses of the Pfizer-BioNTech vaccine in July 2021.

In order to motivate our staff to get vaccinated as soon as possible, eligible staff were also entitled to one day of vaccination leave for each dose of COVID-19 vaccine received.



1. The Company arranged COVID-19 outreach vaccinations for staff
2. Health Week 2021

## Work-life balance

We promote work-life balance by encouraging employees to take part in recreational activities. During the year, the Company organised a total of ten recreational and leisure activities, including exhibitions and health week. Sports events were unfortunately suspended due to the pandemic.

## EMPLOYEE DEVELOPMENT

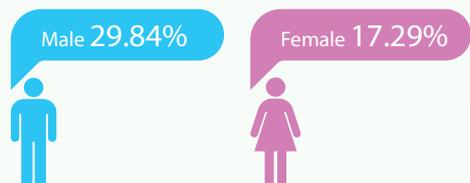
Employee development is a key priority for us. We continued to invest substantial resources in staff training to maintain a workforce relevant to our operational needs and to foster long-term sustainable business growth. We organised in-house seminars and courses on subjects of IT, generic code of practice on television technical standards, management skills, and other related studies on a regular basis to equip our employees with the necessary knowledge to handle daily work tasks and to attain personal career development. The Company also provides incentives for staff to attend courses and professional vocational classes provided by external bodies in order to further enrich their expertise and skillset.

Though some training courses were cancelled or deferred to avoid in-person gathering amidst the COVID-19 pandemic, the Company arranged a total of 5,676 hours of internal and external trainings to our employees in 2021 (2020: 3,376 hours).

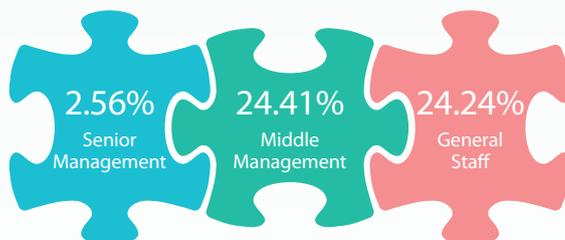


## Percentage of employees trained

By Gender



By employee category



Each trained employee received an average of 6 hours of training. During the year, a large-scale recruitment campaign for television practitioners was carried out. About 100 artistes and production trainees were recruited and they received professional training in a series of six-month training classes. Training topics included performing, script writing as well as programme production.

### STAFF RECOGNITION

Recognition is a key ingredient to success. In TVB, programmes are in place to recognise the accomplishments and loyalty of our employees. In appreciation of our staff's hard work and continuous contribution to the Company in 2021, eligible staff were given discretionary bonuses.

Our staff's quality work plays an important part in TVB's highly rated programmes and remarkable viewership. In the past year, six employees from different departments were recognised for their superb performance under the Outstanding Employee Award Scheme. As a token of appreciation for their achievements, they received monetary prizes and paid leave.

The continued success of TVB is attributed to the contribution made by our staff over the past 54 years. To highlight our gratitude and recognition of our employees' loyalty, they are entitled to the Long Service Award for every 10 years of service, which is accompanied by gold mementos as souvenirs. In 2021, more than 200 employees received such award. The Company also presented its first-ever 50-year Long Service Award to Ms Liza Wang for her remarkable continuous dedication.



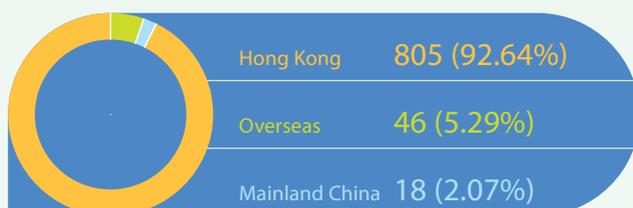
3. Ms Liza Wang was awarded the Company's first-ever 50-year Long Service Award
4. Six staff were awarded the Outstanding Employee Award
5. Long Service and Outstanding Employee Grand Award Presentation Ceremony 2021

# VALUING OUR PEOPLE & OPERATING RESPONSIBLY

## SUPPLY CHAIN MANAGEMENT

TVB acknowledges our responsibility in ensuring the standards related to labour, community and the environment are maintained throughout our supply chain. The Group sourced 92.64% of our products and services from suppliers in Hong Kong, 2.07% from mainland China and 5.29% from overseas. Purchasing policies and principles are in place to provide guidance on sourcing of sustainable products and services from reliable suppliers and contractors which comply with all legal requirements and standards governing relevant labour practices, environmental protection, intellectual property rights and anti-corruption action.

### Suppliers by geographical locations



We require our suppliers to support common objectives by including the following ESG criteria in our tender documents:

- ◆ All original and recycled copier paper must carry FSC and PEFC certifications to ensure that paper is obtained from sustainable sources
- ◆ Implementing fair labour practices by effecting a policy of insurance against all liability to pay damages or compensation for any workmen or anyone employed by the suppliers
- ◆ Ensuring compliance with applicable laws pertinent to anti-bribery and protection of intellectual property rights
- ◆ Preference is given to suppliers that provide sustainably sourced timber in compliance with FSC and PEFC certifications

In 2021, the Supplier Code of Conduct (SCoC) was appended whenever the Purchasing Department issued tenders or requests for quotations (RFQs). We firmly requested potential suppliers to consider our SCoC and to comply with the requirements, giving preference to suppliers who were willing to do so.

We monitor and eliminate any ESG risks in our supply chain by assessing suppliers' products and services against our purchasing principles during the procurement process. If any supplier is found failing to fulfil our ESG requirements, the Company will remove it from the potential supplier list. In 2021, we saw no environmental or social non-compliance cases among our suppliers.

## PRODUCT RESPONSIBILITY

### COMPLIANCE AND CUSTOMER SATISFACTION

TVB is committed to delivering high quality services and enhancing user satisfaction consistently, across our free TV programme, streaming and e-commerce services. In addition to complying with all applicable laws and regulations in respective places where we operate, the Group has well-established channels and procedures in place to address user enquiries and to understand their needs. We strive to achieve the highest standard of service. In 2021, there were no cases of non-compliance with relevant laws and regulations that had significant impact on the Group related to labelling, privacy matters or health and safety of its services.

### TERRESTRIAL TV SERVICE

As a free domestic TV programme service licensee, TVB is required to comply with, inter alia, the Broadcasting Ordinance, the Telecommunications Ordinance, Licence Conditions, and Codes of Practice relating to Programme, Advertising and Technical Standards. The Company's Legal & Regulatory Department acts as a gatekeeper to ensure that our programme services comply with the relevant statutory requirements.

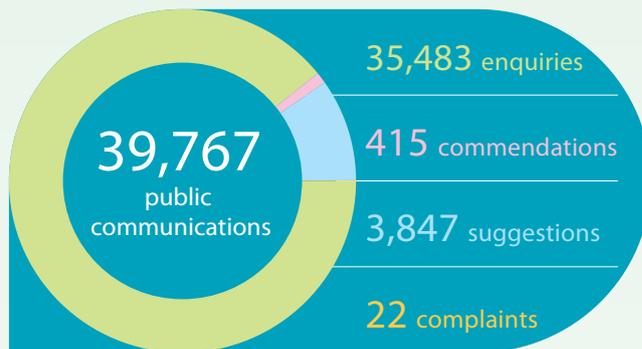
In 2021, two public complaints were referred to the Communications Authority ("CA") for a determination. They were sanctioned with an "advice". They were related to fairness and factual claims.

With the CA's relaxation of the regulation on indirect advertising in television programme services, which took effect on 27<sup>th</sup> July 2018, TVB has since integrated more sponsored products into our programme contents. We will continue to closely monitor whether the relaxation can truly allow a more conducive business environment and provide flexibility for the broadcasting industry to generate more advertising revenue.

An effective mechanism is in place to address audience enquiries and needs. We maintain communication with viewers via audience hotline, email, letter and fax. These are channelled to departments concerned for their timely response. After investigation, the Company will inform the relevant departments of the findings and provide suggested remedial actions, followed by replies to viewers. The suggestions and complaints are further summarised into the Public Communications Quarterly Summary Report and Quarterly Returns on Comments/Complaints Records for submission to the Office of the Communications Authority. The reports are also circulated to management and department heads for reference in future programme planning.

During the year, a total of 39,767 communications with members of the public were handled with satisfactory results (2020: 47,534). The Company was pleased to observe a significant drop of 93.7% in the number of complaints handled in 2021 as compared to 2020

(2020: 347; 2021: 22), as well as a 60% year-on-year increase in the number of commendations handled (2020: 259; 2021: 415). The Company also interacted with its audience through various social media platforms such as Facebook, Instagram and Weibo.



1. The Company maintained communication with Public Viewing Panel members to collect their opinions on TVB programmes and services

# VALUING OUR PEOPLE & OPERATING RESPONSIBLY

As the largest television broadcaster in Hong Kong, viewers' opinion is the key driver for our continual improvement and an important factor to consider in future programme planning. Consequently, TVB established the Public Viewing Panel in 1991, a consultative organisation which has effectively facilitated the collection of members' opinions on our services for the past 30 years. The Panel now consists of more than 600 members from across all walks of life.

The Annual Meetings of the Public Viewing Panel were inevitably suspended for two years but was fortunately able to resume in 2021. It was attended by over 300 members of the Public Viewing Panel together with TVB's representatives from 20 departments. Through a constructive exchange of ideas and discussion with our audience, TVB will sincerely take their opinion into consideration in future programme planning and production.

## STREAMING SERVICES

myTV SUPER is a streaming platform which delivers service via set-top box, mobile app and web. It has now garnered over 9.9 million registered users, becoming the top streaming operator in Hong Kong. We endeavour to provide diverse content and stable streaming services to our customers. We maintained communication with our customers through email, customer hotline and live chat on our website and Facebook.

During the year, a total of 263,203 public communications were handled, including compliments, enquiries, suggestions and complaints (2020: 288,114). We constantly review customer feedback in order to enhance our services with the aim of maintaining myTV SUPER's leading position in Hong Kong.



1

1. The Company's management team communicated directly with the public at the Annual Meeting 2021 of the Public Viewing Panel

TVB Anywhere provides streaming service to the global market through its branded set-top box, Android TV box, mobile app as well as through distribution partners. It offers an enormous archive of TVB programmes for overseas audiences, ranging from classic collections to our latest productions. Equipped with comprehensive business-to-consumer and business-to-business distribution channels, TVB Anywhere has emerged as a popular streaming content distributor in key markets such as Macau, Singapore, Australia, UK, Europe and Canada. Apart from handling customer enquiries via email, TVB Anywhere closely engages with partners such as telcos, Cable TV and media platforms to better understand the demands of our audiences on programme content and services.

### E-COMMERCE BUSINESS

Our e-commerce arm Big Big Shop has been in operation in Hong Kong since 2018. It is well-positioned to becoming a pre-eminent online shopping platform in the region. As an e-commerce platform, we endeavour to continuously enhance the quality of our website management, order processing, product fulfilment as well as customer service. We communicate with our customers via email, hotline, and live chat on both the Big Big Shop website and our Facebook page. A total of 101,369 public communications comprising enquiries, commendations, suggestions and complaints were handled in 2021 with satisfactory results (2020: 207,790). The COVID-19 pandemic has shaped shopping habits of the public and Big Big Shop will strive to provide quality e-commerce services to suit their evolving needs.

### INTELLECTUAL PROPERTY RIGHTS

Intellectual property is an important business resource supporting the Group's competitiveness and stability. We strive to safeguard not only our own production, but also to value the creativity of other organisations and individuals. Our employees, suppliers and business partners are required to comply with applicable legal regulations related to intellectual property rights. Any act of violation is strictly prohibited. In 2021, no incidents of intellectual property breach were reported.

### DATA PRIVACY

The Group recognises the importance of privacy and will not in any event disclose stakeholders' information without their consent, unless required to do so by law. There were no incidents or substantiated complaints concerning breaches of customer privacy or losses of customer data in 2021.

### ANTI-CORRUPTION

As a public body, TVB is governed by and operate in compliance with the Prevention of Bribery Ordinance. The Company has promulgated purchasing policies and procedures prohibiting employees from soliciting or accepting advantages from contractors, suppliers or persons connected with our business. All of our staff members are required to act in compliance with the Company's Rules on the Acceptance of Advantages by Employees. Circulars are issued periodically to remind staff and suppliers of our anti-corruption policy, particularly before festive seasons.

In order to ensure all newly joined staff are well informed of the Company's policy, they are required to attend corruption prevention seminars conducted by the Independent Commission Against Corruption (ICAC). These seminars highlight anti-corruption laws, the pitfalls of corruption, and ways to manage conflict of interest and staff integrity. In 2021, 13 seminars were held, delivering anti-corruption messages to more than 340 new staff members. Several seminars were cancelled due to the pandemic, but they will be rescheduled as soon as possible.

# CONTRIBUTING TO OUR COMMUNITY





Environmental Protection

Social Responsibility

Community Investment

# CONTRIBUTING TO OUR COMMUNITY

Television has always possessed great potential for influencing significant social impact. As the predominant television station in Hong Kong, TVB has been taking an active role in promoting worthy causes and a positive outlook on life using the full capabilities of our programme and artiste resources.

## FUNDRAISING AND PROGRAMMES ON ISSUES OF SOCIAL AND CIVIC RESPONSIBILITY

TVB excels at leveraging its substantial and powerful programme and artiste resources to bring benefits and positive impacts to society. Our programmes build long-lasting connections in the community and strengthen core values for generations of Hong Kong people.

### FUNDRAISING & CHARITY PROGRAMMES

TVB regularly promotes positive action on issues of social and civic responsibility through its programmes. Over the past year, a total of nine fundraising and charity programmes were telecast, including *Caritas*

*Star Studded Charity Show 2021* (明愛暖萬心), *Gala Spectacular 2021* (星光熠熠耀保良) and *Pok Oi Charity Show 2021* (博愛歡樂傳萬家). These shows helped raise over HK\$314 million for charity organisations in support of a wide range of worthy causes. Cumulated funds raised over the years have exceeded HK\$6.4 billion.

### LEVERAGING OUR PROGRAMMES' INFLUENCE

Our television programmes are valuable resources that could be used as effective channels for spreading positivity to the wider community as they consistently attain high viewership across local demographics, reaching millions of audiences on a daily basis.

*Grow Grow Grow With You* (童你一起長大了) was a new variety programme that explored nostalgic themes, reigniting the collective memories of adults who all grew up watching TVB's children's programmes. One of the episodes recreated a decades-long annual tradition which gifted a unique flight experience tour to underprivileged children who have never been on an airplane before. Around one hundred excited children



1. *Gala Spectacular 2021* (星光熠熠耀保良)



were taken for a ride around Hong Kong's airspace, forging lasting memories of their first ever flight.

On Mother's Day, TVB lent a hand to mothers who needed a little support. The variety programme *Mama's Day* (日日媽媽聲) organised a promotional event and donated 2,500 cans of milk powder to mothers in need, through the help of several NGOs.

Throughout the year, our enrichment programme *Scoop* (東張西望) was one of the most talked-about shows in the city. Featured stories often shed light on unfortunate circumstances and injustices in our local community. The *Scoop* team showed great initiative in offering a helping hand to those facing hardships. Their actions included cleaning up messy households with volunteers and making an appeal for public donations for a sick child.

### FREE AIRTIME FOR PUBLIC ANNOUNCEMENTS

TVB takes on the responsibility as a leading media organisation to inform the general public. As a licensing condition, the Company provides free airtime to broadcast Government publicity messages, including Announcements in the Public Interest (APIs) and TV publicity materials provided by the Communications Authority. In 2021, publicity messages totalling more than 740 hours were broadcast on our free-to-air digital television channels.



2. Caritas Star Studded Charity Show 2021 (明愛暖萬心)
3. 2,500 cans of milk powder were donated to families in need through the promotional event of the programme *Mama's Day* (日日媽媽聲)
4. A unique flight experience was arranged for a group of underprivileged children in the programme *Grow Grow Grow With You* (童你一起長大了) in 2021

# CONTRIBUTING TO OUR COMMUNITY

## ENGAGING OUR STAFF

The TVB Volunteer Team was established in 2016 and now consists of 217 members. During the year, the team participated in nine organised events, including a food drive, charity sales, as well as growing and donating organic vegetables to elderly centres. The team collectively contributed 557 hours of voluntary services in 2021.

As the influence of the pandemic persisted across the year, external visits were limited to avoid large gatherings. Our Volunteer Team devoted its efforts to the collection and distribution of food and supplies for disease prevention. In 2021, over 1,600 bags of food and supplies were distributed to people in need.

With a view to promote social responsibility on both corporate and individual levels, the Company introduced a new scheme for volunteer leave in August 2021. Eligible staff who participate in voluntary services organised by TVB Volunteer Team are entitled to one day of paid volunteer leave on full basic salary. By providing incentives, the Company hopes to encourage employees' involvement in community services as well as enhancing their personal well-being.

## COMMUNITY INVESTMENT

We are committed to serving the community and the underprivileged. With the support of our staff and artistes, we took part in a total of 31 community activities in 2021.

### CARING FOR OUR COMMUNITY

To enhance our staff's awareness and to encourage their involvement in community contribution, TVB regularly organises community activities in cooperation with various NGOs inside TVB City. Blood donation drives and charity sales activities are organised at the Company every year, helping to collect blood and raise fund for people in need. In 2021, over 160 employees donated blood at the Company and our staff raised around HK\$70,000 for three non-profit organisations.

With support from a generous bakery, TVB raises funds for a local charitable organisation through the annual Charity Cookies sales, an initiative created by TVB in 1992. This year marked its 30<sup>th</sup> anniversary and the event raised over HK\$1.1 million.



1. TVB Volunteer Team donated organic produce to those in need
2. TVB Volunteer Team packed and distributed food bags to people in need
3. Red Cross Blood Donation Day



4



### SERVING THE ELDERLY

TVB Volunteer Team share their compassion and love to those in need. Festive seasons such as Mid-Autumn Festival and Winter Solstice are particularly joyous times when our Volunteer Team pays visits to elderly care centres, bringing warmth to their residents. They bear gift bags that include organic vegetables grown within TVB City and harvested by the Volunteer Team themselves. Despite COVID-19 restrictions that prevented face-to-face visits, our Volunteer Team continued to arrange the delivery of gift bags in these trying times.



Environmental Protection

Social Responsibility

Community Investment



- 4. Awarded the 20 Years Plus Caring Company Logo
- 5. Visiting an elderly home during Winter Solstice
- 6. Visiting an elderly home during Mid-Autumn Festival
- 7. Charity Cookies 2021
- 8. Tung Wah Group of Hospitals Flag-selling Day

# CONTRIBUTING TO OUR COMMUNITY

## YOUTH ENGAGEMENT

Young people are the future pillars of our society and TVB acknowledges the importance in nurturing young talent to serve the community. As a major television broadcaster in Hong Kong, we strive to provide training and learning opportunities for young people to explore their potential and to cultivate professional knowledge. We provide an engaging platform for them to develop essential skillsets for their career paths, whole-person development as well as their long-term life planning.

As part of our commitment to nurturing new talent for the broadcasting industry, the Company partnered with educational institutions to organise internship programmes for secondary and tertiary students to gain exposure and practical experience in broadcasting and new media industries. In 2021, 17 interns from nine local and overseas higher education institutions and secondary schools were placed at various departments, such as Corporate & Community Relations Department, News & Information Services Division, Production Division and TVB New Media Group Limited.

Furthermore, career talks, seminars and TVB City Tours were organised in collaboration with a number of tertiary institutions and secondary schools, providing insights to students about the industry, our operations and potential career prospects. Representatives from different departments such as TVB New Media Group, Programme Development Subdivision and Creative Imaging Department shared their valuable and unique experiences as well as their career development outlook within the industry. We also engaged several tertiary students in our large-scale events, such as TVB Robo Cup and Sales Expo 2022, offering them real-life work experience in event operations and management.

TVB was partnered with a school via Project WeCan, a business-in-community initiative that provides opportunities and care to students who are disadvantaged in learning. These secondary school students gained first-hand experience with emceeing and videography work on the set of non-drama television programmes, inspiring and empowering them to pursue higher education and future careers in related fields.



1. TVB Robo Cup was launched to promote STEM education
2. TVB City Tours were arranged for students
3. Career and recruitment talks were held at tertiary institutions

granted over

**HK\$1 million**

donations &amp; subsidies to the needy

## DONATIONS

In 2021, generous donations were made to the Hong Kong Golf Club Charitable Foundation and Friends of Caritas to support their fundraising and community work.

In the course of the past year, the Company donated more than 11,000 costumes and accessories to non-profit organisations such as The Salvation Army Hong Kong and Macau Command to help low-income and disadvantaged households. The costumes and accessories were given a second life, while simultaneously contributed to a reduction of the Company's waste disposal. Over the years, the cumulative value of costumes and accessories donated has exceeded HK\$25 million.

## CHARITIES

The TVB, Staff and Artistes Fund for Charities ("the Fund") was established in 2013 to provide aid to victims of calamities, the poor, and the elderly. The Fund has worked with non-governmental organisations, the Social Welfare Department and the Labour Department to donate a total of HK\$16,141,347 over the years. These donations have provided critical assistance to people in dire need.

In 2021, subsidies totalling HK\$1,065,630 were granted to 89 cases. In addition, HK\$100,000 was donated to sponsor a Winter Solstice Food Donation Project, benefitting 1,000 people.

## PLANS FOR 2022

The Company will continue to deploy our programme and artiste resources to promote and support worthy social causes.



4. Awarded the Certificate of 2021 Partner Employer Award

# APPENDIX

## PERFORMANCE TABLE

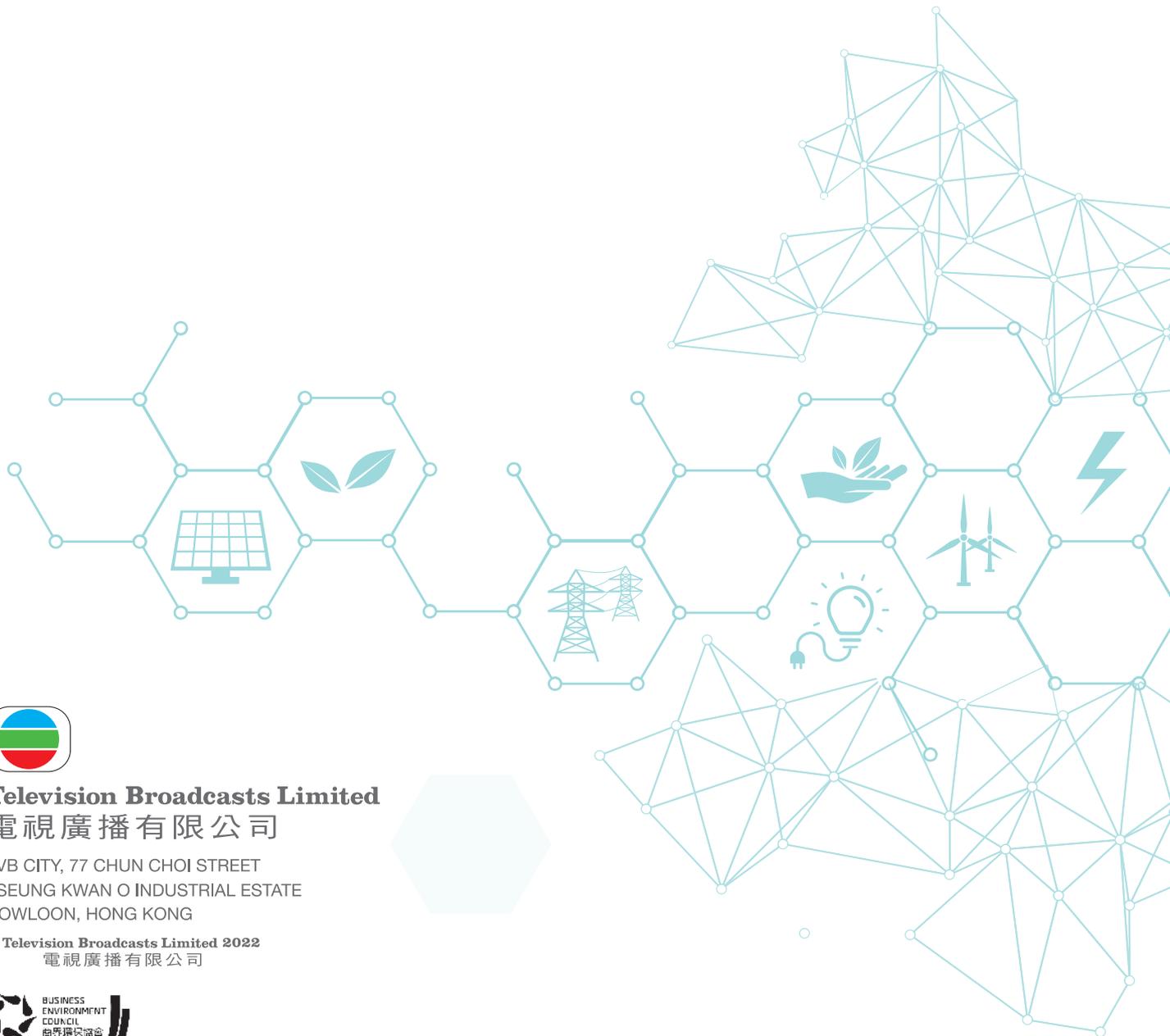
Environmental									
Aspect		Unit	2021		2020		2019		
			Total	Intensity <sup>1</sup>	Total	Intensity <sup>1</sup>	Total	Intensity <sup>1</sup>	
Emissions	A 1.1	Air emissions Sources: diesel & petrol consumed by vehicles <sup>2</sup>	SO <sub>x</sub> kilogrammes	3.18	0.00014	3.67	0.00017	4.21	0.00019
	A 1.2	Greenhouse gas ("GHG") emissions <sup>3</sup> Sources: diesel & petrol consumed by vehicles & generators, electricity, water	tonnes of CO <sub>2</sub> e	15,209.21	0.66	20,977.31	0.97	22,408.91	1.01
		Scope 1 - direct GHG emissions Sources: diesel & petrol consumed by vehicles & generators	tonnes of CO <sub>2</sub> e	574.74	0.025	673.64	0.031	766.02	0.035
		Scope 2 - indirect GHG emissions Sources: electricity	tonnes of CO <sub>2</sub> e	14,571.31	0.635	20,241.55	0.93	21,584.88	0.97
	A 1.3	Hazardous waste Sources: used paint cans, lubricant oil by vehicles	tonnes	14.16	0.0006	21.66	0.0010	24.43	0.0011
	A 1.4	Non-hazardous waste: disposed in landfill Sources: waste wood, waste props, general refuse	tonnes	2,528.10	0.1101	2,554.50	0.1177	2,339.30	0.1056
		Non-hazardous waste: recycled Sources: printing cartridges, recyclables such as paper, paper cardboards, aluminum cans and plastic bottles	tonnes	51.92	0.0023	46.45	0.0021	73.71	0.0033
		Total non-hazardous waste	tonnes	2,580.02	0.1124	2,600.95	0.1198	2,413.01	0.1089
	Use of Resources	A 2.1	Direct energy consumption Sources: diesel & petrol consumed by vehicles & generators	kWh	1,990,355.63	86.70	2,325,555.64	107.11	2,648,852.01
Indirect energy consumption Sources: electricity			kWh	39,381,927.00	1,715.39	40,483,095.00	1,864.55	42,323,289.00	1,909.91
Total energy consumption i.e. direct energy & electricity			kWh	41,372,282.63	1,802.09	42,808,650.64	1,971.66	44,972,141.01	2,029.44
A 2.2		Water consumption	cubic metres	101,874.00	4.44	99,068.00	4.56	96,702.00	4.36

<sup>1</sup> This is the ratio of emissions and use of resources relative to our local production hours

<sup>2</sup> Sulphur Oxides is included in air emissions. It is calculated by multiplying diesel and petrol consumption by vehicles by related emission factors. Sources of such emission factors: Hong Kong Environmental Protection Department's ("EPD") EMFAC-HK Vehicle Emission Calculation model ([http://www.epd.gov.hk/epd/english/environmentinhk/air/guide\\_ref/emfac-hk.html](http://www.epd.gov.hk/epd/english/environmentinhk/air/guide_ref/emfac-hk.html)) and the United States Environmental Protection Agency's Vehicle Emission Modeling Software - MOBILE6.1 (<http://www3.epa.gov/otaq/m6.htm>)

<sup>3</sup> Greenhouse emissions are calculated using "Guidelines to Account for and Report on Greenhouse Gas Emissions and Removals for Buildings (Commercial, Residential or Institutional Purposes) in Hong Kong" published by the EPD and the Electrical and Mechanical Services Department ("EMSD") of the Hong Kong Government, from which the emission factors are adopted. Carbon dioxide (CO<sub>2</sub>), methane (CH<sub>4</sub>) and nitrous oxide (N<sub>2</sub>O) are included in the calculations

Social					
					TVB Group
Aspect			2021	2020	2019
Employment	B1.1	<b>Total workforce</b>			
		<b>Number of employees</b>	3,870	3,644	3,785
		By gender			
		Female	1,608	1,492	1,536
		Male	2,262	2,152	2,249
		By age group			
		Below 30	848	726	827
		30-50	2,096	2,032	2,076
		Over 50	926	886	882
		By region			
	Hong Kong	3,780	3,558	3,694	
	Overseas	90	86	91	
	By employment contract				
	Permanent	3,276	3,146	3,149	
	Temporary/fixed term	594	498	636	
	B1.2	<b>Employee turnover</b>			
		<b>Number of employee turnover</b>	653	532	841
		By gender			
		Female	327	256	407
Male		326	276	434	
By region					
Hong Kong		629	512	818	
Overseas		24	20	23	
<b>Number of new hires</b>		879	391	585	
By gender					
Female	443	212	319		
Male	436	179	266		
By region					
Hong Kong	853	376	558		
Overseas	26	15	27		
Health and Safety	B2.1	<b>Number and rate of work-related fatalities</b>	0	0	0
	B2.2	<b>Lost days due to work injury</b>	3,149	4,333	2,126
Development and Training	B3.1	<b>Percentage of employees trained</b>			
		By gender			
		Female	17.29%	10.66%	N/A
		Male	29.84%	17.61%	N/A
		By employee category			
		Senior management	2.56%	2.63%	N/A
	Middle management	24.41%	16.36%	N/A	
	General staff	24.24%	14.57%	N/A	
	B3.2	<b>Average training hours completed per employee</b>			
		By gender			
		Female	1.24 hour(s)	0.83 hour(s)	N/A
Male		1.63 hour(s)	0.99 hour(s)	N/A	
By employee category					
Senior management	0.15 hour(s)	0.16 hour(s)	N/A		
Middle management	0.81 hour(s)	0.77 hour(s)	N/A		
General staff	1.60 hour(s)	0.97 hour(s)	N/A		



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