

# ENVIRONMENTAL, SOCIAL<sup>AND</sup> GOVERNANCE

REPORT 2020



**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 ESG Structure
- 4 ESG Policy
- 5 Stakeholder Engagements
- 5 Materiality Assessment

### PROTECTING THE ENVIRONMENT

- 6 Targets
- 7 Emissions
- 8 Energy Consumption
- 10 Waste Management
- 12 Water Consumption
- 12 Climate Change
- 13 Recognition

### VALUING OUR PEOPLE & OPERATING RESPONSIBLY

- 14 Employment and Labour Practices
- 18 Supply Chain Management
- 19 Product Responsibility
- 20 Anti-Corruption

### CONTRIBUTING TO OUR COMMUNITY

- 21 Programmes on Social and Civic Responsibility Issues and Fund Raising
- 22 Community Engagement
- 24 Nurturing New Talents for the Industry

### PERFORMANCE TABLE



## PERFORMANCE HIGHLIGHTS

### EMISSIONS

Total greenhouse gas emissions **↓6.39%**



### ENERGY CONSUMPTION

Vehicle & stationary combustion

**↓12.21%**

Electricity consumption

**↓4.35%**

Energy intensity per production hour

**↓2.85%**



### WASTE MANAGEMENT

Hazardous waste disposal

**↓11.34%**

Non-hazardous waste recycled per production hour

**↓35.68%**



### OCCUPATIONAL SAFETY & HEALTH

**0** fatal accident

Work related injuries

**↓30%**

Indoor Air Quality attained

**"Good Class"** for **5** consecutive years

### EMPLOYEE DEVELOPMENT AND TRAINING

Average training hours of **6.28** hours per trained employee



### PRODUCT RESPONSIBILITY

**543,438** public communications handled by TVB, myTV SUPER & Big Big Shop

### COMMUNITY INVESTMENT

Over **900,000** epidemic prevention supplies distributed to benefit more than **120** needy groups



Over **HK\$200 million** raised during fund raising shows

TVB Volunteer Team delivered **1,027 hours** of volunteer services

TVB, Staff & Artistes Fund for Charities granted over **HK\$2 million** donations and subsidies to the needy

# ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

## ABOUT THIS REPORT

The Board is pleased to present its Environmental, Social and Governance (“ESG”) Report for the year ended 31 December 2020. The 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. In parallel with the report and accounts for the same period, this report provides an overview of sustainability objectives, initiatives and our performance for the year ended 31 December 2020. This report is to be read together with the Company’s 2020 Annual Report, in particular the Corporate Governance Report contained therein.

## ESG APPROACH AND SCOPE OF REPORT

The Company decides the scope for ESG reporting by reference to the revenue of all operating segments shown in the financial statements of the Group. The report covers the Group’s core terrestrial TV broadcasting, programme production and new media businesses at TVB City in Tseung Kwan O Industrial Estate and transmission sites around Hong Kong. The

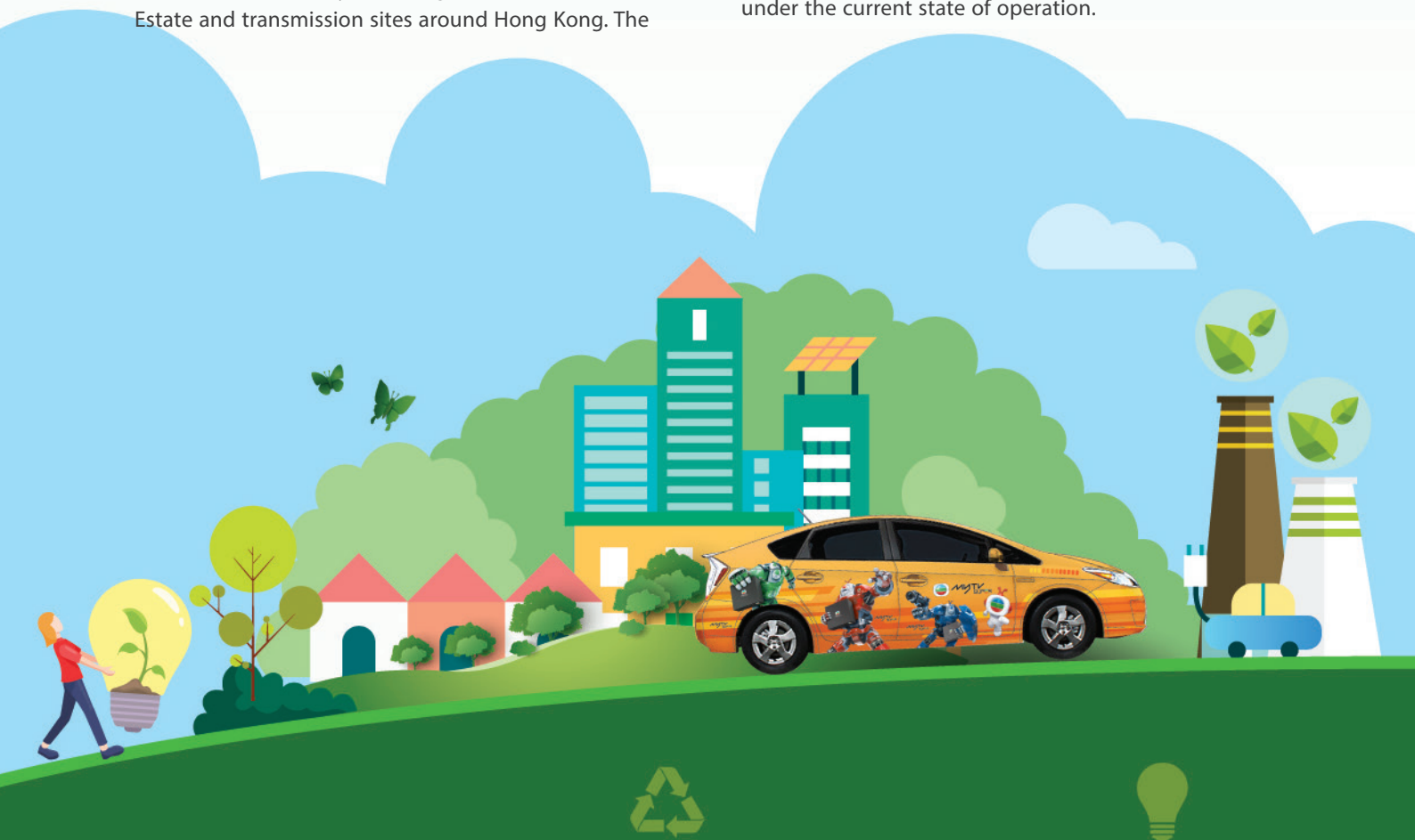
digital media businesses comprise myTV SUPER, TVB Anywhere, Big Big Channel and e-commerce business Big Big Shop. The report excludes companies in which TVB does not have a controlling interest. There has been no change in the scope of this report.

## ESG STRUCTURE

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

The Board is charged with the overall responsibility of overseeing strategy, evaluation process, priority and management of ESG-related issues, including risks to the businesses of the Company and its subsidiaries (“Group”) and reporting of the ESG.

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, and ensuring that the Company establishes and maintains appropriate and effective risk management and internal control systems on an ongoing basis. The Board does not currently think that a separate ESG committee can be justified under the current state of operation.



The Sustainability Steering Group (“SSG”) was established in 2017 to assist the sustainability efforts of the Group. The SSG is chaired by the Group CEO and comprises three 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, resources and waste. It reports to the Risk Committee. 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, enabling TVB to operate on a sustainable basis for the benefit of the future, to balance corporate, social, economic

and environmental responsibilities and 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 the progress, evaluate the performance of the ESG aspects and manage the sustainability risks of the Group conferred on the SSG by the Board and the Risk Committee. During 2020, the SSG dealt with the following matters:

Reviewed progress and effectiveness of our material topics in light of new trend in sustainability, challenges and our business goals

Reported to the Risk Committee matters enabling TVB to operate in a sustainable basis

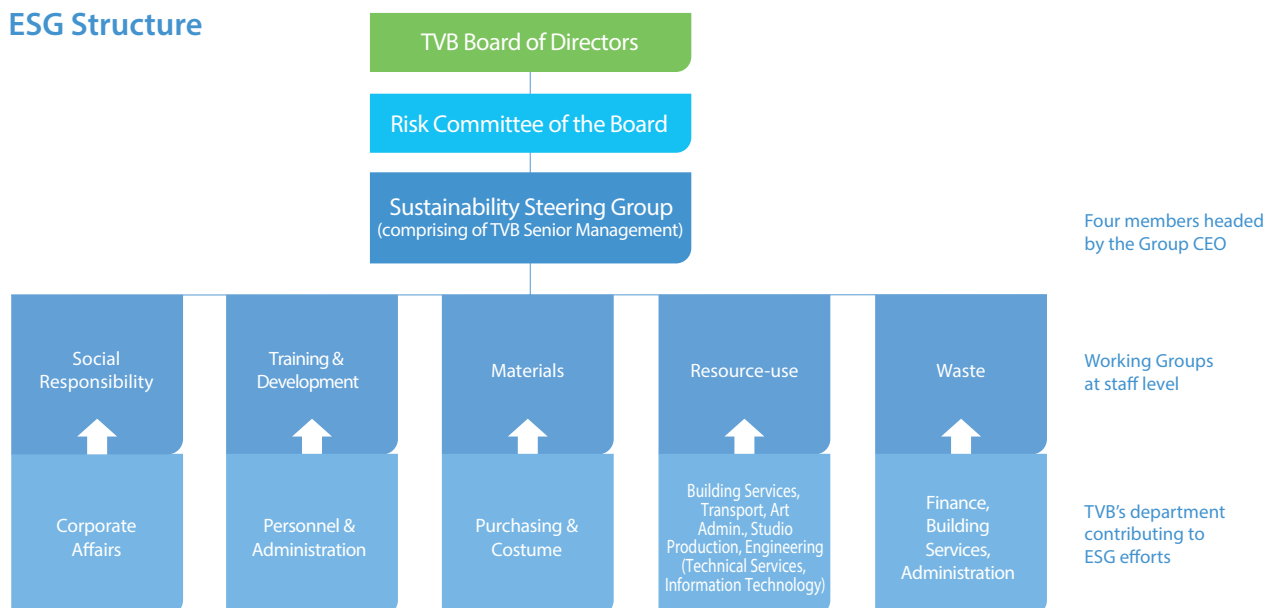
Balanced corporate, social, economic and environmental responsibilities with a view to achieve a sustainable growth path

Managed the sustainability risks



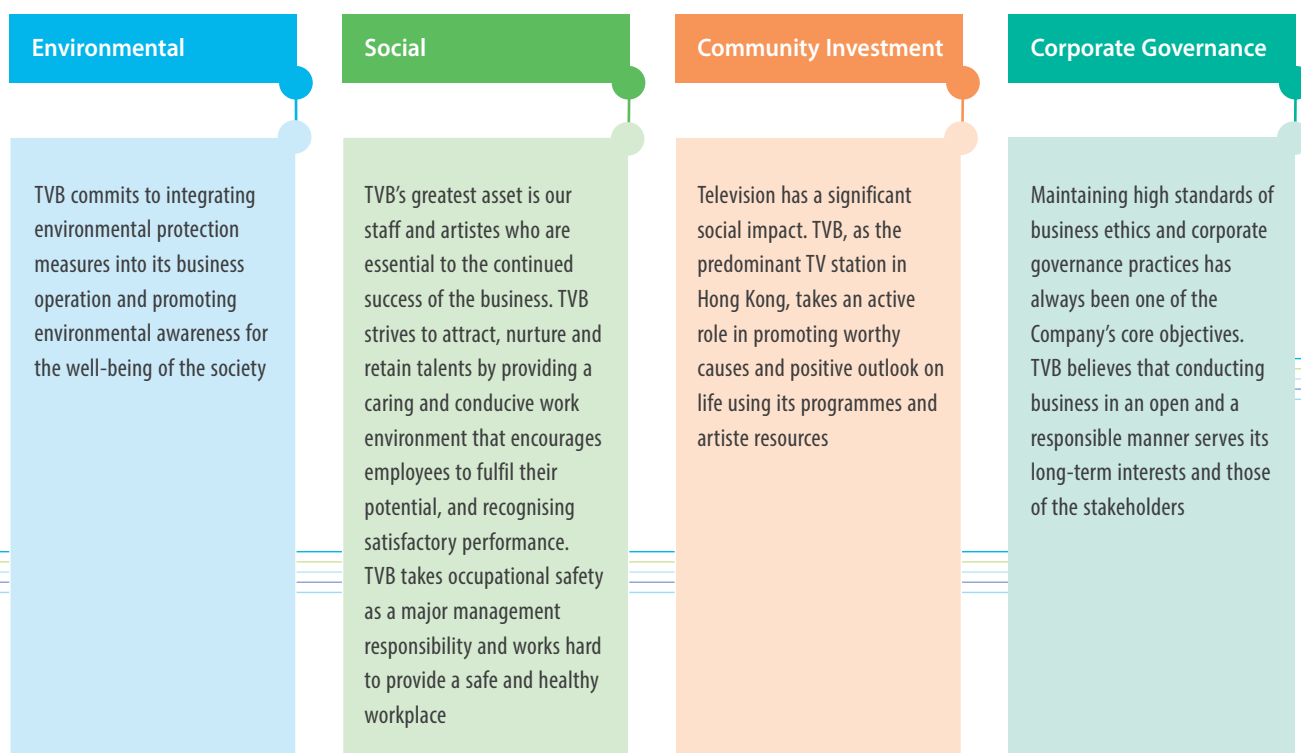
# ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

## ESG Structure



## ESG POLICY

Servicing Hong Kong people for over 53 years, TVB's multifaceted businesses such as free TV broadcast, OTT TV and e-commerce service have become an integral part of our everyday lives. The Company is mindful that everything we do could have substantial impact on the environment and the society. Apart from maintaining our quality service, we adhere to the management objective of integrating ESG policy in our business operation. The policy guides the behaviour of all employees of the Group to ensure ESG practices are implemented effectively. The Board has endorsed the following ESG policy:



## STAKEHOLDER ENGAGEMENTS

We recognise the importance of interacting with our stakeholders as an integral part of our business operations and corporate development. During preparation of the ESG report, we made engagements with our key stakeholders to listen and to collect information relevant to our ESG initiatives. We regard the following 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

Our normal 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

## MATERIALITY ASSESSMENT

To identify the material ESG aspects that have significant impact on the environment and society, the Company conducted an internal materiality assessment and survey with our external investors. Upon collection and analysis of the results, the Board identified the following ESG topics as potentially material to our business operation and reported as follows:

### ESG TOPICS

Environmental	1	Greenhouse gas ("GHG") emissions
	2	Energy consumption
	3	Hazardous waste
	4	Non-hazardous waste
	5	Climate change
Social	6	Employment and labour practices <ul style="list-style-type: none"> <li>• Compliance of labour standards</li> <li>• Occupational health and safety</li> <li>• Employee development and recognition</li> </ul>
	7	Supply chain management
	8	Product responsibility <ul style="list-style-type: none"> <li>• Compliance and customer satisfaction</li> <li>• Intellectual property rights</li> <li>• Data privacy</li> </ul>
	9	Anti-corruption
Community Investment	10	Community engagement



## PROTECTING THE ENVIRONMENT

The Group continued to take an active role in implementing environmental strategies and undertaking initiatives on energy saving, resource conservation and increasing environmental awareness among stakeholders. Upon continuous review and evaluation of the performance on emissions and use of resources, the Board identified the targets for the reporting year and succeeded in implementing a series of mitigating measures to protect the environment.

We conducted our business in accordance with the 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 GHG emissions
- Enhance energy efficiency by further upgrading the lightings and air-cooled chillers
- Expand the generation and use of renewable energy
- Purchase of electric cars during vehicle replacement; installation of electric vehicle ("EV") chargers to encourage green driving
- Increase employees' awareness for energy saving and environmental protection

We assessed our environmental performance by calculating the intensity of ESG data based on our local production hours. We have adopted the consistent methodology since 2017 such that a meaningful comparison of data between the years can be performed. In 2020, the local production hours totalled 21,712 hours, representing a 2% decline year-on-year (2019: 22,160 hours). The reduction in production hours was due to a shift in programming strategy for a greater proportion of acquired than self-produced programmes on J2 channel.



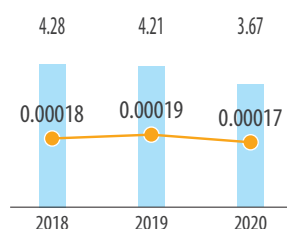
## EMISSIONS

### PERFORMANCE

GHG emissions constitute a large part of total emissions. It consists of scope 1 direct GHG emissions and scope 2 indirect GHG emissions. Scope 1 emissions are mainly contributed by emissions from the Company's own 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. The total GHG emissions were recorded at 20,977.31 tonnes of CO<sub>2</sub>e, representing a 6.39% decrease as compared to the previous year. The intensity also showed a 4.46% decline to 0.97 tonnes per production hour in 2020.

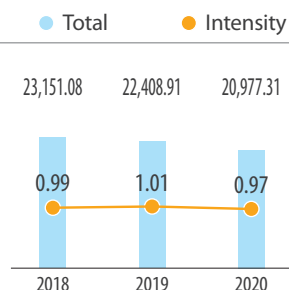
#### Air emissions (SO<sub>x</sub>) (kilogrammes)

Sources: diesel & petrol consumed by vehicles

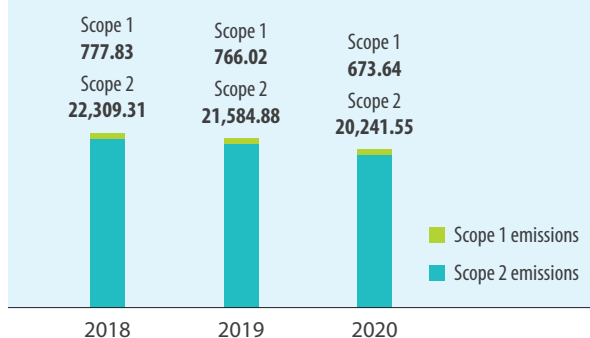


#### Greenhouse gas emissions (tonnes of CO<sub>2</sub>e)

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



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



Total GHG emissions  
20,977.31 tonnes of CO<sub>2</sub>e

↓6.39%

#### 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

1. TVB fleet



## ENERGY CONSUMPTION

### PERFORMANCE

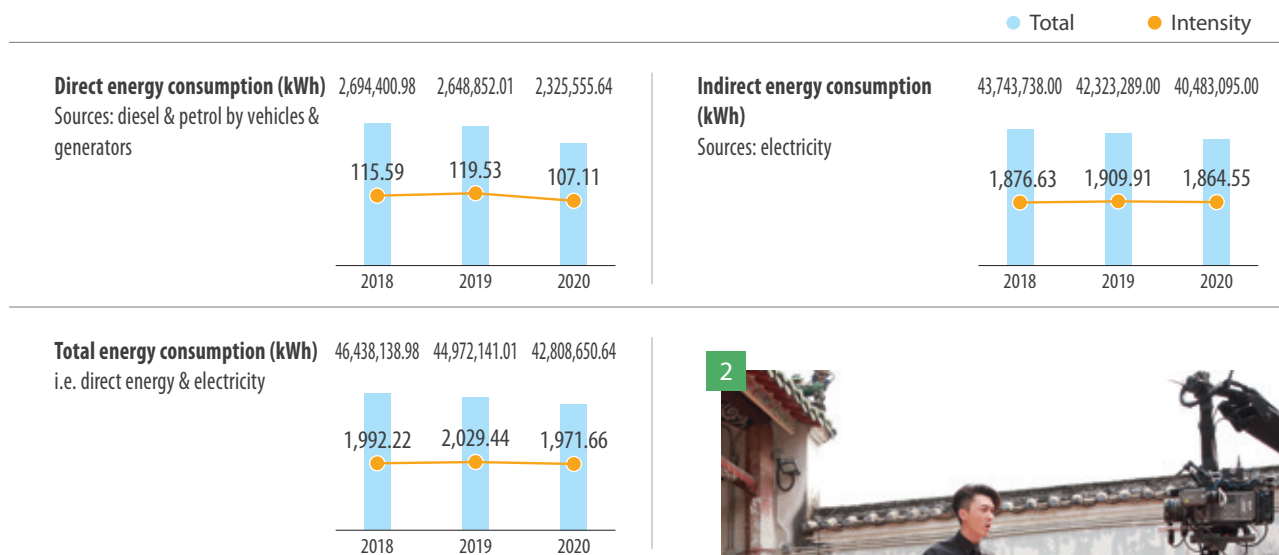
Energy consumption is related to direct energy consumption, including diesel and petrol used by vehicles and generators, and indirect energy consumption, such as electricity. Diesel and petrol are mainly consumed by vehicle fleet and mobile generators deployed to support location shootings. The Company has a fleet of 82 vehicles including private cars, buses, light and medium goods vehicles, special purpose vehicles as well as motorcycles.

Fuel consumption  
2,325,555.64 kWh  
↓12.21%

Electricity consumption  
40,483,095 kWh  
↓4.35%

During the reporting year, the total energy consumption was down 4.81% to 42,808,650.64 kWh, attributable to a sharp fall in direct energy consumption, particularly fuel consumption by passenger cars and mobile generators, by 12.21% year-on-year to 2,325,555.64 kWh. The intensity plummeted by 10.39% to 107.11 kWh per production hour. The COVID-19 pandemic has changed our work organisation. Virtual conferences have mostly replaced physical ones in times of social distancing; location shootings were avoided as far as possible. These resulted in the reduced use of passenger vehicles and mobile generators and fuel consumption.

Electricity, which took up the largest share of indirect energy consumption, is mainly used in lighting and air-conditioning in studio production as well as maintaining broadcasting service. 40,483,095 kWh was consumed in 2020, a 4.35% decline when compared to the previous year. The intensity was 1,864.55 kWh per production hour. Electricity consumption saw a continued drop over the past three years, on average 5.78% per year, attributable to our energy saving efforts which greatly enhanced energy efficiency.



1. New EV charging station  
2. Shooting at TVB City

## MEASURES

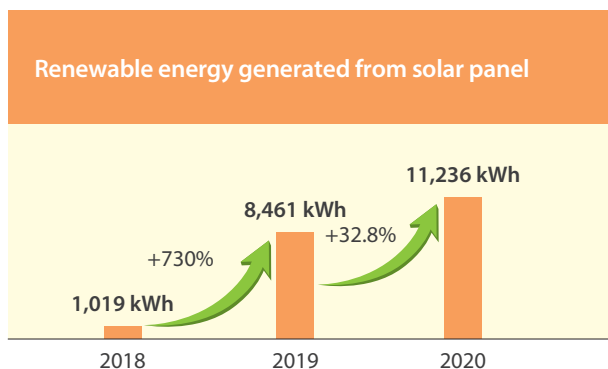
With our effective environmental protection initiatives and concerted efforts, we managed to bring down our carbon footprint and energy consumption and improved continually towards building a sustainable future. The following summarised the measures we implemented during the year which focused on emission reduction, enhancing energy efficiency and employees' awareness towards energy saving:

- During the TVB City expansion project in 2020, new energy meters were integrated into the Energy Management System ("EMS") at Power Center 2, the Uninterrupted Power Supply ("UPS") Systems at the Main Block and News & Carpark Block as well as the Variety Studio Block Annex

- One set of air-cooled chiller unit has been replaced by a high-energy-efficient model in June 2020. CLP Eco Building Fund has granted a subsidy of HK\$798,000 towards the improvement work

- In May 2020, we replaced 206 sets of lights at the staircases of the Main Block at TVB City with motion sensor LED lights. We received a subsidy of HK\$80,000 from CLP Eco Building Fund for the enhancement project

- The amount of electricity generated from the solar panel system we installed in 2018 rose significantly in the past three years, delivering both environmental and economic benefits



- The large air-conditioning unit at Variety and Drama Studios comes with different operation modes which can accommodate different occasions and facilitate energy saving. The modes include winter, summer, vacant, studio set-up, two hours before on-air, etc. Staff was stationed at studio-in-use to adjust the temperature of air-conditioning unit according to actual usage

- The second phase of the replacement of insulation materials of the main cooling water pipes at the Variety and Drama Preparation District was completed in February 2020. It enabled better warmth-keeping of cooling pipes, thereby avoiding condensation on the outer wall and maintaining environmental hygiene as well as energy efficiency of the air-conditioning units

- The fresh water cooling tower system of the central air-conditioning system and the chiller units was cleaned and disinfected regularly to enhance energy efficiency and operating performance

- Security officers conducted spot checks to ensure that the indoor temperature is maintained between 24 and 25.5 degree Celsius

- Non-essential lights and elevators were switched off during late hours

- The vehicle replacement scheme continued. Around 63.8% of the Company's cars were Euro V compliant for better fuel efficiency and emission reduction

- Increasing the share of EVs on the road directly translates to lower carbon emissions. EV remains our priority during vehicle replacement. In 2020, two EVs were purchased and put to use. To encourage green driving, eight electric vehicle chargers were installed in TVB City, bringing the total number of electric vehicle chargers to ten

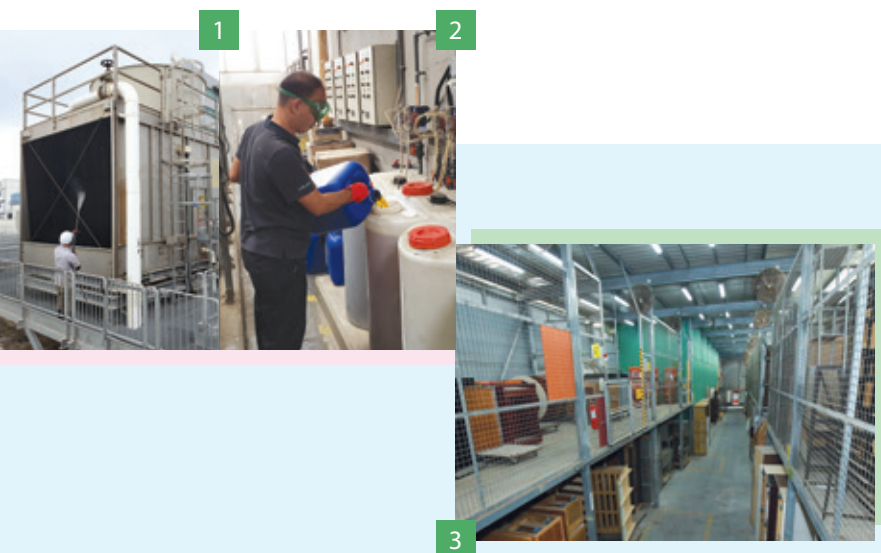
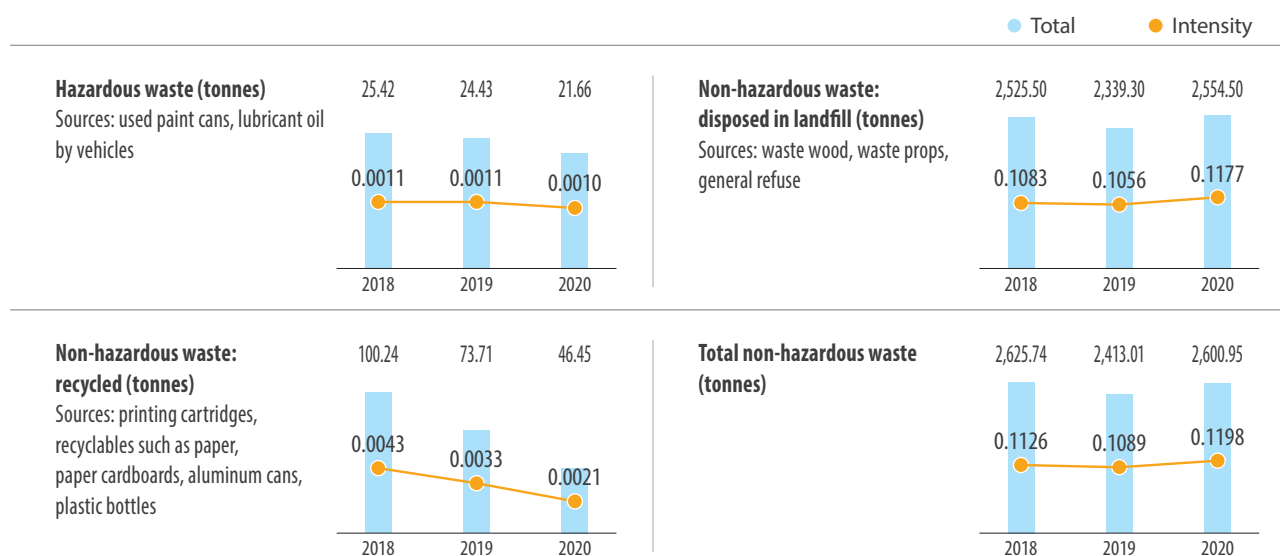
- Policy is in place to source sustainable products and services from reliable suppliers and contractors in our procurement process, such as the requirement for Forest Stewardship Council ("FSC") and Programme for the Endorsement of Forest Certification ("PEFC") certified copier paper, wood materials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

## WASTE MANAGEMENT

### PERFORMANCE

The major types of non-hazardous waste are waste props and wood generated from programme production as well as general office waste. The total non-hazardous waste was 2,600.95 tonnes in 2020, a 7.79% increase as compared to 2019. The rise in general refuse which accounted for 43% of the total non-hazardous waste largely attributed to the increase. There was a 14.49% increase in general refuse amid the COVID-19 pandemic as a result of increased consumption of tissue paper as staff washed their hands more frequently, and the disposal of surgical masks. Following the government's tightening epidemic prevention regulation on catering premises, the seating of our canteens was reduced to as much as 50% of the normal capacity. The takeaway surge led to a jump in disposal of plastic containers and cutlery. On the contrary, the recycled non-hazardous waste plunged 36.98% to 46.45 tonnes, owing to a sharp 37.85% and 24.53% decline in the paper waste and used toner cartridge respectively.

On hazardous waste, the number was down by a significant 11.34% to 21.66 tonnes, attributed to the reduced disposal and collection of paint and paint cans.



Hazardous waste  
21.66 tonnes

↓ 11.34%

Paper waste  
44.65 tonnes

↓ 37.85%

1-2. Regular cleaning of central air-conditioning system

3. Props were properly stored for reuse in future programme productions

## MEASURES

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

### Hazardous waste

- About 800kg of waste fluorescent tubes were recycled via Ecospace Limited in November 2020. The mercury in the light tubes was collected for recycling to reduce chemical waste and avoid pollution
- We are devoted to minimising the use of lead acid batteries and proper disposal and recycling of waste lead acid batteries ("WLAB") via Hong Kong Battery Recycling Centre Limited. The Company did not dispose of any WLAB during the year
- Continued use of low volatile-organic-compounds ("VOC") paint for fitting-out and maintenance in TVB City to reduce air pollution
- Used paint cans were disposed of and collected by licensed waste collectors. For regular or long-standing studio production that adopted the same scene, the set-up was fixed and reused as far as possible to minimise the consumption and disposal of paint and paint cans



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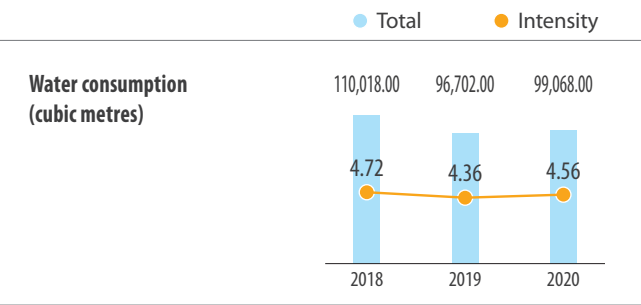
### Non-hazardous waste

- 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 production as far as practicable in our continued efforts to reduce the consumption of wood and props. Reusable costumes and props are properly stored for future production use
- Copier papers are provided by FSC certified suppliers
- Employees are encouraged to adopt double-sided printing and A5 format for printing scripts. Through the Company's continuous effort in promoting a paperless working environment, employees become more willing and accustomed to paperless workflow; the remote working mode due to the COVID-19 pandemic has further altered the communication habit among staff, resulting in a drastic reduction of paper waste and toner cartridge consumption in 2020
- The Company has ceased the publication of the internal monthly newsletter in December 2020 after 45 years in circulation. It went digital with the launch of MY TVB app in late 2020 to enhance our communications with employees, keeping them informed of the latest updates and development. It helped save more than 200,000 sheets of art paper per year
- To increase recycling awareness, waste separation bins are placed on various floors of the office buildings inside TVB City to collect waste metals and plastics. The waste is collected regularly by recycling agents
- The Company maintained a 100% recycling of used toner cartridges in 2020 via recycling agents
- Furniture is reused whenever possible during our office renovation to minimise waste production

4. About 800kg of waste fluorescent tubes were recycled

WATER CONSUMPTION

Water is not considered as a material aspect to our core operation. Yet, it is worthwhile to note that there was a 2.4% increase in water consumption during the year as staff exercised heightened personal hygiene including frequent hand washing, and the Company's enhanced disinfection actions amidst the coronavirus pandemic. We strived to protect the health of our staff and minimise the risk of spread of virus.



CLIMATE CHANGE

TVB recognises the significant impacts of climate change. While business activities lead to carbon emissions, temperature rise and at last climate change, they in turn threaten business operations and result in possible financial loss. We have initiated a series of carbon reduction measures focusing on enhancing energy efficiency as electricity generation has long been the largest contributor to carbon emission. Waste reduction measures were also implemented to minimise our carbon footprint. For details, please refer to the measures under “Energy Consumption” and “Waste Management”. We are aware of the potential risks that extreme weather events, such as tropical cyclone, severe rainstorm and thunderstorm pose to our core business. It may hinder our programme shooting and safety of our staff, particularly the news reporters. Terrestrial TV transmission might also be disrupted due to power outage and facility damage. To manage and mitigate the 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 10-odd seconds of a power outage
- Staff is stationed at principal transmission sites to monitor and manage transmission service 24/7. Accommodation and sufficient food supply are provided to staff in case access to and from transmission sites are disrupted
- Outdoor shooting and studio production are suspended during severe weather to safeguard the safety of employees and participating guests. The Company has in stock adequate supplies to support our round-the-clock broadcast even when suspension lasts for days
- All reporters receive a safety guide that details the potential threats, the measures to keeping them safe on assignment and the possible remedies. Protective equipment is provided



1. The Company maintains round-the-clock operation of our transmission station

## RECOGNITION

Our continuous contributions to environmental protection were recognised in 2020. The Company won the Certificate of Merit (Media and Communication) in the 2019 Hong Kong Awards for Environmental Excellence organised by Environmental Protection Department in recognition of the Company's excellent performance on environmental management. We received a Merit Certification at the CLP Smart Energy Award 2020, recognising our energy-saving performances and innovative practices. Also, we continued to obtain rebates from CLP's Automated Demand Response Programme.

The Company was continuously recognised as a Hong Kong Green Organisation. We also earned the Energywise Certificate (Good level) and the Wastewise Certificate (Basic Level) from the Environmental Campaign Committee recognising our efforts in energy saving and waste reduction. It was most encouraging that we attained a higher level – the "Good Level" in Energywise Certificate during the year, acknowledging our increased effort in energy conservation.

## PLANS FOR 2021

To enhance our energy efficiency effort and improve our carbon footprint, the Company plans to:

- Further upgrade the LED tube lights in the Workshop Block and News & Carpark Block to motion sensor LED lights
- Deploy more EVs in the company car fleet as EV remains our priority during vehicle replacement. Two EVs are scheduled for arrival in 2021 and will be used as news crew vehicles

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



2. Certificate of Merit (Media and Communication) in 2019 Hong Kong Awards for Environmental Excellence
3. The Company was certified as a Hong Kong Green Organisation (2018-2020)
4. Merit Certification of the CLP Smart Energy Award 2020
5. Awarded Good Level and Basic Level Energywise and Wastewise Certificate respectively at the Hong Kong Green Organisation Certification

## VALUING OUR PEOPLE & OPERATING RESPONSIBLY

The Company's greatest asset is our staff and artistes who are essential to the continued success of our business. TVB strives to attract, nurture and retain talents by providing a caring and conducive work environment that encourages employees to fulfil their potential and recognising 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 December 2020, the Group had a total of 3,644 full time staff and artistes, of which 3,558, representing 98%, were employed in Hong Kong, while about 2% were employed by our overseas subsidiaries. They were paid on scales and systems relevant to the respective localities and legislations. With regard to the terms of employment, the Company complies with the existing laws and laws at the places of our operations outside Hong Kong, including 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. The Group maintains a set of policies relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and benefits and welfare accordingly.

The employment of children is at times necessary due to 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 at 31 December 2020

Number of Employees: 3,644

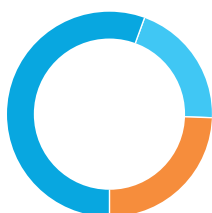
##### By Gender



Male: 2,152

Female: 1,492

##### By Age Group

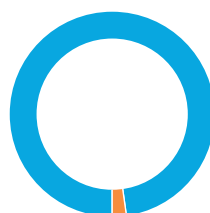


Below 30: 726

30 to 50: 2,032

Over 50: 886

##### By Region



Hong Kong: 3,558

Overseas: 86

##### By Employment Contract



Permanent: 3,146

Temporary/fixed term: 498

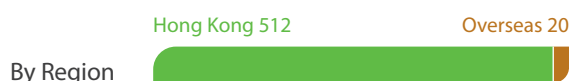
#### Employee Turnover Rate

Number of Employee Turnover: 532



Female 256

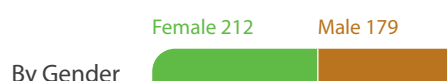
Male 276



Hong Kong 512

Overseas 20

Number of New Hires: 391



Female 212

Male 179



Hong Kong 376

Overseas 15

## 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
- 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.

## COMMUNICATION

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

- MY TVB mobile app  
A new mobile app MY TVB was launched in November 2020 to maintain closer contacts with staff. 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 and staff discounts
- Monthly newsletters and the Intranet  
Offer effective channels for staff to share their views and understand the Company's policy
- Ombudsman scheme  
Listen to staff suggestions and to handle their grievances
- Whistleblowing system  
Employees can raise concerns, in confidence, about possible improprieties



1-2. MY TVB app was launched to maintain closer contacts with staff

## 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 52 reported cases of accident, which resulted in 51 injuries, representing a 30% decline as compared to 2019. Investigations were carried out to identify the causes of the accidents and immediate arrangements were put in place to prevent future recurrence. The number of lost days rose 104% to 4,333 days due to work injury. The major reason for the surge in lost days was the lengthy compensation process. The Company will reinforce safety training to enhance employees' awareness towards workplace safety. The following measures are in place to provide a safe working environment and enhance safety awareness among employees.

### 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 reviews measures regularly to improve occupational health and safety
- ◆ Annual safety audit and monthly safety inspections were conducted with satisfactory results
- ◆ Two training courses on workplace risk assessment and occupational or personal safety were organised during the year
- ◆ Information on occupational safety is published in the Company's newsletters and MY TVB app from time to time to raise safety awareness among staff

### Measures on improving air quality

- ◆ Regular maintenance and renewal of electronic air-purifiers at the central ventilation system which better purifies the outdoor air, removing harmful components such as bacteria, volatile organic compounds ("VOC") and mold that enter the buildings
- ◆ Regular cleaning and disinfection of the air-filters and cooling-coils of 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 is conducted every time after the completion of fitting-out works to remove VOC and reduce employees' exposure to pollutants

We continued to achieve encouraging results in improving IAQ. For the fifth consecutive year, six blocks of buildings in TVB City attained the "Good Class" air quality classification under the Environmental Protection Department's IAQ Certification Scheme for Offices and Public Places. The Company also received the IAQwise Certificate under the Hong Kong Green Organisation Certification.



0

Work-related fatalities



1. Regular cleaning and examination of the central air-conditioning system to maintain good air quality and safeguard employees' health
2. Security control centre monitors and ensures a safe work environment

## Preventive measures against COVID-19

The COVID-19 has led to global health and economic crisis. All sectors of the economy were hard hit by the pandemic and strived to survive amidst the unprecedented challenge. Nonetheless, the Company was able to respond quickly by applying preventive and mitigation measures, protecting the safety and health of staff while maintaining uninterrupted production and adequate operating capital. Employees were also spared from taking no-pay leave or pay cuts. The precautionary measures included:

- ◆ Outside visitors such as contractors and reporters were required to submit health declaration forms and scan LeaveHomeSafe venue QR code before they entered TVB City. Body temperature checks were also conducted on all persons entering TVB City using the infrared thermal system installed since July 2020. This contactless system enabled a quicker and safer body temperature monitoring
- ◆ Apart from displaying LeaveHomeSafe venue QR codes at the entrances of staff canteens of 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, newsletter and MY TVB mobile app. Staff were promptly informed of the COVID-19 cases and the preventive measures being undertaken
- ◆ Masks were in adequate supply with distribution prioritised to frontline employees such as News Department, Production Division, security staff, drivers and receptionists. Staff must wear masks in production studios and observe 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 as well as Indoor Air Quality measurements were carried out to ensure they were at a satisfactory level
- ◆ To reduce the flow of people and social contacts, employees were allowed to work at home where operational circumstances permit; company activities such as the Lunar New Year gathering and the annual basin feasts were cancelled; *Miss Chinese International Pageant 2020* (2020國際中華小姐競選) was cancelled; public attendance and participation in studio recordings were stopped
- ◆ Outdoor shootings in Hong Kong and abroad as well as scenes with lots of people were avoided as far as possible

### Work-life balance

- ◆ We promote work-life balance by encouraging employees to take part in sporting and recreational activities. During the year, the Company organised a total of 11 recreational/leisure activities, including exhibitions and health week. Sports events were suspended due to the pandemic.



3. Infrared thermal system installed at the entrance of TVB City to monitor the body temperature of all visitors
4. Cleaning and disinfection efforts have been stepped up since the outbreak of COVID-19
5. Display of LeaveHomeSafe venue QR codes at staff canteens and places with heavy flow of people
6. Long Service and Outstanding Employee Grand Award Presentation Ceremony



## EMPLOYEE DEVELOPMENT AND RECOGNITION

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 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 necessary knowledge to handle daily work tasks and achieve personal career development. The Company also provides incentives for staff to attend courses and professional vocational classes provided by external bodies to further enrich their expertise and skillset. During the year, most training courses were cancelled or deferred to avoid in-person gathering amidst the COVID-19 pandemic. Notwithstanding, the Company arranged a total of 3,376 hours of internal and external trainings to our

Average training hours per trained employee

**6.28** hours

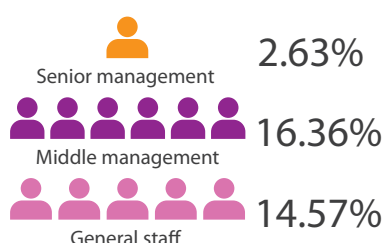
employees. Each trained employee received an average of 6.28 hours of training. It included a three-week artiste training course organised for more than 20 artistes to sharpen their acting and performing techniques.

### Percentage of employees trained

By gender



By employee category

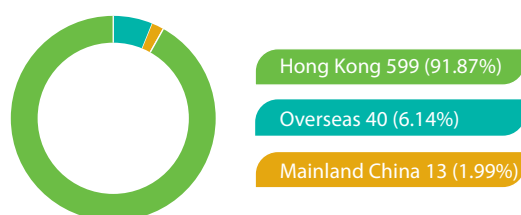


Programmes are in place to recognise outstanding and loyal employees. During the year, 12 employees were recognised for their superb performance under the Outstanding Employee Award Scheme. They received monetary prizes and paid leave. In recognition of the loyalty of our staff, employees were entitled to the Long Service Award for every 10 years of service and received gold mementos as souvenirs.

## SUPPLY CHAIN MANAGEMENT

TVB acknowledges our responsibility in ensuring the standards relating to labour, environment and community are maintained throughout our supply chain. The Group sourced 91.87% products and services from the suppliers from Hong Kong, 1.99% from mainland China and 6.14% from overseas. We have in place the purchasing policy and principles providing guidance on the sourcing of sustainable products and services from reliable suppliers and contractors that comply with all legal requirements and standards governing the labour practices, environment, intellectual property rights and anti-corruption.

### Suppliers by geographical locations



We engage our suppliers to support these sustainability objectives by including in tender documents the ESG criteria such as:

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

We monitor and eliminate any ESG risks in our supply chain by assessing the suppliers' products and services against our purchasing principles during the procurement process. If a supplier is found failing to fulfill our ESG requirements, the Company will remove it from the potential supplier list. In 2020, we saw no environmental or social non-compliance cases in our suppliers.

## PRODUCT RESPONSIBILITY

### COMPLIANCE AND CUSTOMER SATISFACTION

TVB is committed to delivering high quality service and enhancing user satisfaction continuously, including free TV programme, OTT and e-commerce services. In addition to complying with all applicable laws and regulations of places where we operate, the Group has in place established channels and procedures to address user enquiries and understand their needs. We strive to achieve the highest standard of service. In 2020, there were no cases of non-compliance with relevant laws and regulations that have a significant impact on the Group relating to health and safety, labelling and privacy matters of its services.

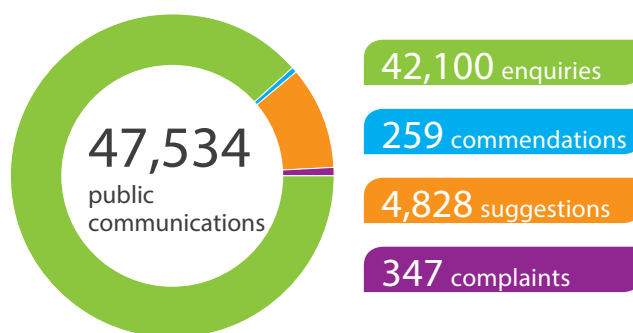
#### Terrestrial TV service

As a domestic free 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 2020, ten public complaints were referred to the Communications Authority ("CA") for a determination, seven of which were ruled unsubstantiated. The remaining three substantiated cases were sanctioned with an "advice". They were related to indirect advertising and accuracy. On the judicial review applications against two previous CA's rulings on indirect advertising in 2016, the cases were heard in High Court in May 2018 and the Court ruled against TVB in December 2020. With the CA's relaxation of the regulation of indirect advertising in television programme services since 27 July 2018, TVB has integrated since then more sponsored products into our programme contents. We will continue to monitor closely 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 channeled to departments concerned for timely response. Upon investigation, the Company will inform the departments of the findings and 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 47,534 communications with members of the public were handled with satisfactory results. The Company also interacted with its audience through various social media platforms such as Facebook, Instagram and Weibo.



Public Viewing Panel, the consultative organisation formed in 1991, facilitates collection of members' opinions of our programmes and services. The Panel consists of more than 1,200 members from all walks of life. Though the annual and focus group gatherings were cancelled during the year due to the COVID-19 pandemic, the Company managed to maintain communication with them via email. We will assess the possibility of resuming the gatherings when situation permits.

#### OTT services

myTV SUPER, which delivers service via set-top box, mobile app and web, is now the top OTT operator in Hong Kong garnering over 9.1 million registered users. We endeavor to provide diversified contents and a stable OTT service to our customers. We communicated with our customers through email, customer hotline and live chat on our website and Facebook. During the year, a total of 288,114 public communications were handled including compliments, enquiries, suggestions and complaints. We constantly review customer feedbacks in order to enhance our services.

TVB Anywhere provides OTT service to the global market through its branded set-top box and mobile app as well as distribution partners. With the

comprehensive business-to-consumer and business-to-business distribution channels, TVB Anywhere has emerged as a popular OTT 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 audience on programme contents and services.

## E-commerce business

Our e-commerce arm Big Big Shop commenced business since 2018 in Hong Kong. Adopting the strategy of “Showing on TV, Selling in Big Big Shop”, Big Big Shop has succeeded in capturing the impulsive purchase desire and is well-positioned to become a pre-eminent online shopping platform in Hong Kong. As an e-commerce platform, we endeavour to continuously enhance the quality of our website management, order processing and fulfillment as well as customer service.

We communicate with our customers via email, hotline, live chat on Big Big Shop website and Facebook page. A total of 207,790 public communications comprising enquiries, suggestions and complaints were handled in 2020. The COVID-19 has given a boost to the sales performance of Big Big Shop, resulting in a 500% year-on-year growth in unit sales in the first nine months of 2020. To cope with the surge in online purchase and immense logistics pressure, Big Big Shop reacted promptly by strengthening its communication and supervision on merchants, appointing a new logistics provider and allocating more resources on customer service. Big Big Shop will continue to collect and analyse customer feedbacks to enhance our service and offer the most pleasant shopping experience.

## 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 value the creativity of other organisations and individuals. Our employees, suppliers and business partners are required to comply with applicable legal regulations relating to intellectual property rights. Any act of violation is strictly prohibited. In 2020, no incident of intellectual property breach was 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 2020.

## ANTI-CORRUPTION

As a public body, TVB is governed by and in compliance with the Prevention of Bribery Ordinance. The Company has promulgated purchasing policies and procedures prohibiting employees from soliciting or accepting advantage from contractors, suppliers or people connected with our business. Circulars are issued periodically to remind staff and suppliers of our anti-corruption policy, particularly before festive seasons. Also, all newly joined staff are required to attend the corruption prevention seminars conducted by the Independent Commission Against Corruption (ICAC). The seminars highlight the anti-corruption laws, the pitfalls of corruption and ways to manage conflict of interest and staff integrity.



1. Public Viewing Panel Focus Group Meeting

## CONTRIBUTING TO OUR COMMUNITY

Television has a significant social impact. TVB, as the predominant TV station in Hong Kong, has been taking an active role in promoting worthy causes and positive outlook on life using our programme and artiste resources.

### PROGRAMMES ON SOCIAL AND CIVIC RESPONSIBILITY ISSUES AND FUND RAISING

TVB regularly promotes positive actions on social and civic responsibility issues through its programmes. During the year, ten fund raising/charity programmes were telecast, including *Tung Wah Charity Show 2020* (歡樂滿東華2020), *Yan Chai Charity Show 2020* (慈善星

輝仁濟夜) and *Community Chest Charity Show 2020* (萬眾同心公益金). These shows helped raise over HK\$200 million for charity organisations in support of a wide range of worthy causes. Cumulated funds raised over the years have exceeded HK\$6 billion.

As a licensing condition, the Company provides free airtime to broadcast government publicity messages, including Announcements in the Public Interests (API) and TV publicity materials by the Communications Authority. In 2020, publicity messages totalling more than 1,000 hours were broadcast on our free digital and analogue TV channels.

2



3



4



2. *Community Chest Charity Show 2020* (萬眾同心公益金)

3. *Tung Wah Charity Show 2020* (歡樂滿東華2020)

4. 2019/2020 Hong Kong and Kowloon Walk for Millions

## COMMUNITY ENGAGEMENT

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 17 community activities in 2020. Noteworthy ones included the Walk for Millions and annual Charity Sale of Cookies.

### TVB'S ANTI-PANDEMIC EFFORTS

In the early phase of COVID-19 outbreak, TVB responded quickly to the shortage of anti-epidemic supplies by launching on 5 February 2020 the TVB anti-coronavirus donation campaign via the programme *Scoop* (東張西望). The Company called for the donation of epidemic prevention supplies for distribution to the needy. Large amount of materials including more than 820,000 masks and 90,000 sanitisers were received and distributed with the help of TVB artistes. With the concerted effort of charitable organisations, hospitals, NGOs and support groups, the campaign benefitted over 120 different groups of needy.

TVB takes up the responsibility of a media to educate and inform the public. Apart from round-the-clock news reports, the Company specially produced informative programmes such as *Anti-coronavirus Strategy* (抗疫攻略) and *Chasing Vaccine* (疫苗追蹤) to provide useful and up-to-date information on pandemic development and precautionary measures. With a view to alleviate stress as citizens stayed home to curb the spread of virus, TVB launched an online variety programme *Chef2020* (疫境廚神), encouraging viewers to share their cooking videos and try new recipes. It gained great popularity with nearly 5,000 videos received.

### TVB VOLUNTEER TEAM

The TVB Volunteer Team, established in 2016, now has 164 members. During the year, the team participated in six activities such as the making and distribution of turnip cake, growing and donating organic vegetables to elderly centre as well as charity sale, delivering 1,027.5 hours of volunteer services in 2020. While community events were withheld when the pandemic struck the city, the team devoted its volunteer efforts to collecting and distributing food and epidemic prevention supplies to those in need. Our community efforts were recognised with the Gold Award for Volunteer Service (Organisation) at the Volunteer Movement of the Social Welfare Department.

### DONATIONS

Donations were made to a school we matched via Project WeCan, a business-in-community initiative to empower disadvantaged students with learning opportunities. The donations were allocated to support its school-based and joint school programmes which were beneficial to the students' whole person development.

In 2020, the Company donated more than 9,000 costumes and accessories to non-profit making organisations such as The Salvation Army Hong Kong & Macau Command to help low-income and disadvantaged households. The cumulated value of costumes and accessories donated over the years have exceeded HK\$20 million.



1

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1. Red Cross blood donation Day | 2. Charity Sale of Cookies

3. TVB artistes and casts of *Airport Strikers* (機場特警) participated in TVB Anti-coronavirus Donation Campaign

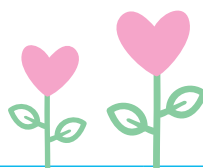
## CHARITIES

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. Working with non-governmental organisations, the Social Welfare Department and the Labour Department, the Fund has donated a total of HK\$14,820,017 over the years, providing assistance to people in dire need.

In 2020, subsidies totalling HK\$1,829,050 were granted to 146 cases. In addition, HK\$226,031 was donated to sponsor a charitable project, benefitting 2,000 people.

granted over

**HK\$2 million**  
donations & subsidies  
to the needy



4



5



4. TVB Volunteer Team collected and donated food to the needy
5. The Winter Solstice Food Donation Project

## NURTURING NEW TALENTS FOR THE INDUSTRY

As part of our commitment to nurturing new talents for the broadcasting industry, the Company partnered with education institutions to organise internship programmes for secondary and tertiary students to gain exposure and practical experience in the broadcasting and new media industries. In 2020, 25 interns from 18 local and overseas higher education institutions as well as secondary schools were placed at various departments, such as News & Information Services Division, Production Division, MyTV Super Limited and TVB New Media Group Limited.



## PLANS FOR 2021

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



1. Awarded the Certificate of 2020 Partner Employer Award

2-3. The making of turnip cakes for distribution to the elderly before Chinese New Year

## PERFORMANCE TABLE

Environmental									
Aspect			Unit	2020		2019		2018	
				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	3.67	0.00017	4.21	0.00019	4.28	0.00018
	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	20,977.31	0.97	22,408.91	1.01	23,151.08	0.99
		Scope 1 – direct GHG emissions Sources: diesel & petrol consumed by vehicles & generators	tonnes of CO <sub>2</sub> e	673.64	0.031	766.02	0.035	777.83	0.033
		Scope 2 – indirect GHG emissions Sources: electricity	tonnes of CO <sub>2</sub> e	20,241.55	0.93	21,584.88	0.97	22,309.31	0.96
	A 1.3	Hazardous waste Sources: used paint cans, lubricant oil by vehicles	tonnes	21.66	0.0010	24.43	0.0011	25.42	0.0011
	A 1.4	Non-hazardous waste : disposed in landfill Sources: waste wood, waste props, general refuse	tonnes	2,554.50	0.1177	2,339.30	0.1056	2,525.50	0.1083
	A 1.4	Non-hazardous waste: recycled Sources: printing cartridges, recyclables such as paper, paper cardboards, aluminum cans and plastic bottles	tonnes	46.45	0.0021	73.71	0.0033	100.24	0.0043
	A 1.4	Total non-hazardous waste	tonnes	2,600.95	0.1198	2,413.01	0.1089	2,625.74	0.1126
Use of Resources	A 2.1	Direct energy consumption Sources: diesel & petrol consumed by vehicles & generators	kWh	2,325,555.64	107.11	2,648,852.01	119.53	2,694,400.98	115.59
		Indirect energy consumption Sources: electricity	kWh	40,483,095.00	1,864.55	42,323,289.00	1,909.91	43,743,738.00	1,876.63
		Total energy consumption i.e. direct energy & electricity	kWh	42,808,650.64	1,971.66	44,972,141.01	2,029.44	46,438,138.98	1,992.22
	A 2.2	Water consumption	cubic metres	99,068.00	4.56	96,702.00	4.36	110,018.00	4.72

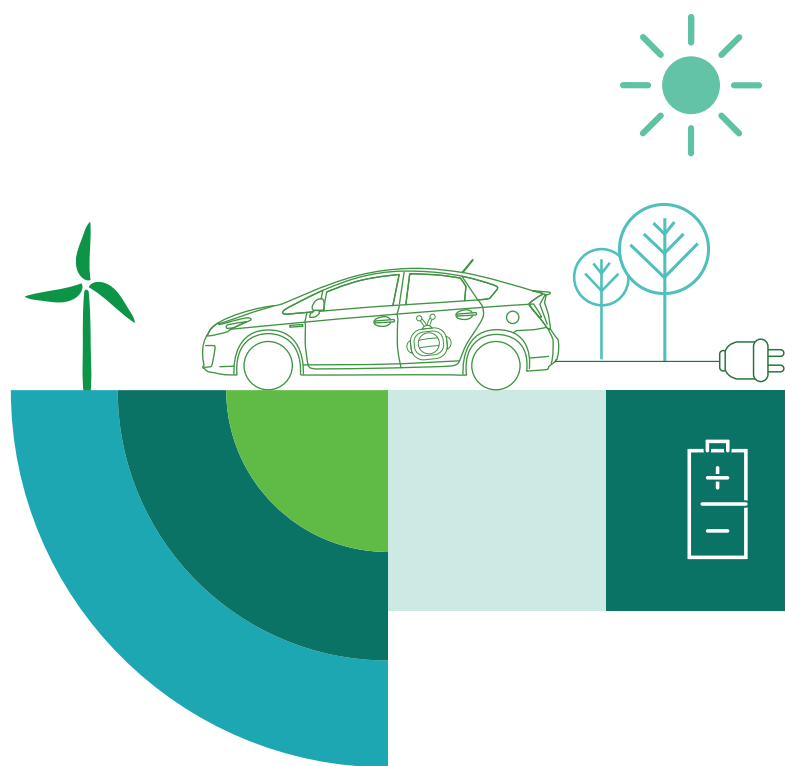
<sup>1</sup> This is the ratio of emissions and use of resources relative to our local production hours

<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 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

# ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

Social				
				TVB Group
Aspect		2020	2019	2018
B1.1	<b>Total workforce</b>			
	<b>Number of employees</b>	3,644	3,785	4,041
	By gender			
	Female	1,492	1,536	1,624
	Male	2,152	2,249	2,417
	By age group			
	Below 30	726	827	946
	30-50	2,032	2,076	2,216
	Over 50	886	882	879
	By region			
	Hong Kong	3,558	3,694	3,954
	Overseas	86	91	87
	By employment contract			
	Permanent	3,146	3,149	3,377
	Temporary/fixed term	498	636	664
B1.2	<b>Employee turnover rate</b>			
	<b>Number of employee turnover</b>	532	841	1,021
	By gender			
	Female	256	407	474
	Male	276	434	547
	By region			
	Hong Kong	512	818	953
	Overseas	20	23	68
	<b>Number of new hires</b>	391	585	626
	By gender			
	Female	212	319	331
	Male	179	266	295
	By region			
	Hong Kong	376	558	612
	Overseas	15	27	14
B2.1	<b>Number and rate of work-related fatalities</b>	0	0	0
B2.2	<b>Lost days due to work injury</b>	4,333	2,126	2,458
B3.1	<b>Percentage of employees trained</b>			
	By gender			
	Female	10.66%	N/A	N/A
	Male	17.61%	N/A	N/A
	By employee category			
	Senior management	2.63%	N/A	N/A
	Middle management	16.36%	N/A	N/A
	General staff	14.57%	N/A	N/A
B3.2	<b>Average training hours completed per employee</b>			
	By gender			
	Female	0.83 hours	N/A	N/A
	Male	0.99 hours	N/A	N/A
	By employee category			
	Senior management	0.16 hours	N/A	N/A
	Middle management	0.77 hours	N/A	N/A
	General staff	0.97 hours	N/A	N/A



**Television Broadcasts Limited**  
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