

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

As the leading broadcaster in Hong Kong, TVB is committed to upholding sustainability in our environmental, social and corporate governance. In addition to complying with relevant laws and regulations, the Company endeavours to integrate environmental protection measures and community engagement into our business operation.

THE ENVIRONMENT

Eco-friendly measures, such as reducing energy and water consumption, recycling more, and disposing of waste more carefully, have been incorporated into our operation to alleviate the business's impact on the environment.

Enhancing energy efficiency continues to be our biggest challenge as lighting and air-conditioning in studios consume a lot of electricity during production

and broadcasting. We measure our environmental impact in terms of resources consumption against total broadcasting and production hours for the year. In 2016, total local broadcasting hours were more than 128,000 and production hours exceeded 22,000. With the launch of the new OTT platform, myTV SUPER, in April 2016, our production and broadcasting hours have drastically increased, leading to a corresponding upsurge in the consumption of major resources, namely electricity and wood.

Nevertheless, we continue to implement environmental-friendly measures. In recognition of TVB's contributions, the Environmental Campaign Committee certified the Company as a "Hong Kong Green Organisation". TVB also won a Certificate of Merit in CLP's 2016 Green Plus Award and obtained rebates from CLP's Automated Demand Response Programme for its energy-saving efforts.

KPI FOR 2016

	Type	Quantity	KPI
Waste Disposal	Waste wood (metric ton)	32.3	0.00145*
	Waste props, mainly wood (metric ton)	1,324	0.05977*
	General refuse (metric ton)	900.2	0.0069 ^Δ
Resources Consumption	Petrol (litre)	198,975	8.98*
	Motor vehicle diesel (litre)	104,725	4.73*
	Wood material (kilogramme)	622,722	28.12*
	Electricity (kWhr)	49,383,865	383.51 ^Δ
	Water (cubic metre)	109,492	0.8503 ^Δ

* based on local production hours in 2016 of 22,148 hours

^Δ based on broadcasting hours in 2016 of 128,768 hours

ADVOCATES

An Energy Management System (EMS) for Central Control and Monitoring System (CCMS) has been installed to ensure an efficient use of energy in TVB City.

The Company purchases from suppliers who provide wood materials harvested from sustainably managed forests as certified by the Programme for the Endorsement of Forest Certification (PEFC). We also use low volatile-organic-compounds (VOC) paint for fitting-out and project/maintenance in TVB City to reduce air pollution and hire a licensed waste collector to dispose of used paint cans.

We have embarked on a vehicle replacement scheme and around 51.9% of the Company's cars are compliant with the Euro V emission standard. The scheme will continue in the coming years. To further reduce air pollution, our staff is encouraged to recharge their electric cars with the two electric vehicle charging stations that began operation in February 2016 in TVB City's carpark.

Solar films were installed on windows along the corridors of three floors of buildings in TVB City. We continued to replace traditional fluorescent tubes with LED lightings around the workplace and installed high-energy-efficient water-cooled chiller units with an auto-tube-cleaning system in 2016.

PLANS FOR 2017

The Company is studying ways to switch to the use of low VOC paint in all outdoor shooting sites.

SOCIAL

EMPLOYMENT AND LABOUR PRACTICES

The Company's greatest asset is our employees who are essential to the continued success of the business. TVB strives to attract and retain talents by providing training and encouraging them to develop their full potential. The Company takes occupational safety as a major management responsibility and works hard to provide a safe and healthy work environment.

EMPLOYMENT

As of 31 December 2016, the Group had a total of 4,249 full time staffers and artistes, of which 4,117 were employed in Hong Kong. About 3% of the Company's staff was employed by our overseas subsidiaries. They were paid on scales and systems relevant to the respective localities and legislations.

Our employees received discretionary bonuses roughly in the amount of their basic monthly salaries in 2016 to serve as incentive for good performance and hard work.



TVB certified as Hong Kong Green Organisation

GREENPLUS Award Programme

Power Your Love Programme



Dragon Boat Racing



Attained "Good IAQ Class"



Long Service & Outstanding Employee Grand Awards Presentation Ceremony 2016



Bowling Competition



TVB Giant Basin Feast 2016

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With regards to terms of employment, the Company complies with the existing laws and industry regulations. Full-time employees are entitled to the Mandatory Provident Fund scheme, seven days of matrimonial leave, 10 weeks of maternity leave and three days of paternity leave on full basic salary, a maximum of 120 days fully paid sick leave, and group medical and life insurance coverage.

To encourage our employees to lead a healthy lifestyle, the Benefit and Staff Relations Section of the Company organised a total of 24 sports and recreational/leisure activities throughout the year, including basketball, soccer, dragon-boat racing, day camps, eco-tours, and exhibitions.

In recognition of the loyalty of our staff, employees are entitled to the Long Service Award for every decade of service and receive gold mementos as souvenirs.

COMMUNICATION

The Company maintains an open dialogue with its staff to understand their needs and cultivate a sense of belonging. The monthly newsletter and intranet offer effective channels for staff to share their views and understand the Company's policy. An ombudsman scheme has been set up to listen to staff suggestions and handle their grievances. Employees can also use the Company's whistleblowing system to raise concerns, in confidence, about possible improprieties in financial reporting, internal control or other matters.

HEALTH AND SAFETY

A safety committee has been established to identify and review measures to improve occupational health and safety of all staff. Annual safety audit and monthly

safety inspections were conducted with satisfactory results. Also, 13 training courses on workplace risk assessment and occupational or personal safety were organised during the year. Information on occupational safety was published in the Company's newsletter from time to time to raise safety awareness among staff.

To improve air quality in the workplace, the second phase of installation of electronic air-purifiers was completed in 2016. The Company launched a massive air-duct cleaning exercise covering 16 studios (including all variety and drama studios) around TVB City to improve Indoor Air Quality (IAQ); the exercise has been completed in early 2017. So far, we have achieved very encouraging results with a total of 159 sampling points within TVB City attaining the "good" air quality classification under the Environmental Protection Department's IAQ Certification Scheme for Offices and Public Places. Also, the Company proactively uses low volatile-organic-compounds paint for fitting-out and project/maintenance around TVB City to reduce employees' exposure to pollutants.

During the year, 95 accidents or incidents occurred, resulting in 86 injuries amongst employees. Investigations were carried out to identify the causes of the accidents and immediate arrangements were put in place to prevent future recurrence.

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

TRAINING AND RECOGNITION

Employee development continues to be a key priority for us. Seminars and courses on subjects of technical interest, management skills, and other related studies are regularly organised either in-house or with vocational institutions to help our staff develop their skill sets.

In 2016, 145 training classes totalling 5,970 hours were held. In addition, the Company sponsored staffers who took up relevant training programmes on their own initiative.



Basketball Competition

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During the year, 12 employees were recognised for their superb performance under the Outstanding Employee Award Scheme. They received monetary prizes and paid leave.

A two-year Executive Trainee Programme was launched in 2014 to nurture competent TV professionals for the Company. Three trainees were recruited in 2016 and rotated around various departments, paving their way for managerial positions in the future.

ANTI-CORRUPTION

As a public body, TVB is governed by the Prevention of Bribery Ordinance. The Company has promulgated purchasing policies and procedures prohibiting employees from soliciting any 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 holidays.

PRODUCT RESPONSIBILITY

As a domestic free TV programme service licensee, TVB is required to comply with the Broadcasting Ordinance, the Telecommunications Ordinance, Licence Conditions, and Codes of Practice relating to Programme, Advertising and Technical Standards. The Company's Standards & Practices Department acts as a gatekeeper to ensure that our programme services comply with the relevant statutory requirements. In 2016, 11 complaints deliberated by the Communications Authority ("CA") were substantiated; five of them concerned breaches of the Code of Practice on indirect advertising or product sponsorship. The imposition of overly stringent regulations hinders the development and growth of the local television industry. In August 2016, the Company filed an application for judicial review against the CA's ruling on indirect advertising in the programme *TV Awards Presentation 2015*.

PRIVACY

The Company 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 and substantiated complaints concerning breaches of customer privacy or losses of customer data in 2016.

COMMUNITY INVESTMENT

We are committed to serving the Hong Kong community through outreach services and activities, including the use of our programme resources and pool of artistes.

PROGRAMMES ON TOPICAL/SOCIAL/CIVIC RESPONSIBILITY ISSUES AND FUND RAISING

TVB promotes positive and caring messages on topical, social and civic responsibility issues through its programmes. In 2016, 27 such programmes were produced/telecast. For example, *Happy Old Buddies* emphasised the need to care for the elderly; *Creative • Hong Kong* promoted arts and culture; *Environmental Protection Campaign Special: Treasure The Environment* highlighted the importance of caring for the Earth; *ICAC Investigators 2016* centred on corruption prevention; and *I Heart HK* fostered feelings of camaraderie among Hong Kongers.

One of the most noteworthy programmes was *One Minute, One Emotion*, a short inspirational film project jointly launched with Lee Hysan Foundation. It featured real-life stories produced by the Hong Kong Federation of Youth Groups Media 21. The station donated 50 minutes of free airtime to broadcast these films on Jade with re-runs on other digital channels.

During the year, 12 fund raising/charity programmes were telecast, including *Tung Wah Charity Show 2016*, *Gala Spectacular 2016*, *Yan Chai Charity Show 2016*, and *Community Chest Charity Show 2016*. The shows helped raise over HK\$179 million for charity organisations in support of a wide range of worthy causes, including a record-breaking HK\$108.9 million for the *Tung Wah Charity Show 2016*. Cumulated funds raised over the years have exceeded HK\$5 billion.

As a licensing condition, the Company provides free airtime to broadcast government publicity messages, also known as Announcements in the Public Interests (API). In 2016, a total of 730 hours of APIs were broadcast on the five free TV channels.



Public Viewing Panel



2015/2016 Hong Kong and Kowloon Walk for Millions



"Say Yes to Organ Donation" promotional campaign



Blood Donation



Charity Sale of Cookies



Life Buddies Mentoring Scheme



Life Buddies Pledging Ceremony

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STAKEHOLDER ENGAGEMENT

We maintain effective communication with our 6.49 million viewers – our most important stakeholders – through various channels. In 2016, a total of 42,832 enquiries, 4,873 suggestions and comments, 840 commendations, and 96 complaints were received through our audience hotline and email. Our programme hotline, which provided pre-recorded information on Jade and Pearl's prime time programme schedules, received 19,010 calls from viewers during the year.

In addition, two annual gatherings were organised for our Public Viewing Panel to gauge their opinions on various programmes. The Panel has about 1,700 members from all walks of life.

COMMUNITY ENGAGEMENT

We are committed to serving the community and the underprivileged. In 2016, we organised a total of 39 community activities. These included 11 activities to help the elderly, particularly during festive seasons such as the Chinese New Year, the Winter Solstice, and the Mid-Autumn festival, as well as seven activities to care for the sick and disabled, including visits to the Children's Cancer Foundation, Queen Mary Hospital, and Hong Chi Association. A total of 210 employees gave blood during the year.

The Company was awarded the "15 Years Plus Caring Company Logo" by the Hong Kong Council of Social Service in recognition of our continuous efforts in caring for the community, employees and the environment.

COLLABORATIONS

We have been working closely with the Health Department to promote the Organ Donation Campaign, urging the public to register as organ donors through various TV programmes such as *Scoop*, *Pleasure & Leisure*, and *On The Record*.

The annual Charity Sale of Cookies, co-organised with a local charity and a bakery, raised over HK\$1 million in 2016. The event has raised more than HK\$17 million throughout the years.

TVB also took part in the Life Buddies Mentoring Scheme launched by the Commission on Poverty and organised four mentoring and job-tasting activities for students from a participating secondary school during the year. The youth-mentoring scheme aims to help aspiring students navigate their careers and develop a vision for their future.

Since 1979, the Company has been providing scholarships to outstanding university students attending courses in journalism, communication, movie, and television. In 2016, nine students from four universities received grants totalling HK\$145,000. The Company also provided a HK\$10,000 scholarship to the Hong Kong School Music and Speech Association in support of music talents.

The Company continues to partner with universities to organise internship programmes that allow promising students to gain exposure and practical experience in TV production and broadcasting. In 2016, 16 interns from nine universities were placed at various departments; seven of them worked at the News & Information Services Division.

The Company periodically receives visitors to TVB City to allow youngsters to learn more about TV production. During the year, 200 secondary school students and 20 teachers visited TVB City through an event jointly organised with the Journalism Education Foundation.

LAUNCH OF THE TVB VOLUNTEER TEAM

A TVB volunteer team was set up in 2016 to ensure sufficient manpower for the Company's community outreach and charitable activities. With about 70 volunteers, the team provides support to the existing TVB Caring Foundation, TVB, Staff & Artistes Fund for Charities ("Fund"), and the Life Buddies Mentoring Scheme. During the year, the team participated in 10 activities including family visits and TVB City tours for the elderly and the underprivileged, delivering more than 860 hours of volunteer services.

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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 allocated a total of HK\$6,810,706 to help those in need over the years. In 2016, subsidies totalling HK\$1,507,600 were granted to 119 cases. In addition, HK\$651,617 was donated to sponsor seven charitable activities, benefitting 7,164 people.

A charity event was held in celebration of 1,000 issues of our official magazine TVB Weekly, successfully raising HK\$120,540 for the End Child Sexual Abuse Foundation.

NURTURING NEW TALENTS FOR THE INDUSTRY

As part of our commitment to nurturing new talents for the broadcasting industry, the Company organised the TVB Inter-Collegiate Documentary Competition for the third consecutive year. It gave tertiary students of relevant disciplines an opportunity to practise television production in accordance with industry standards. In 2016, eight universities and colleges participated in this competition.

In addition, a Putonghua-Dubbing Artiste Training Class was organised for 12 candidates selected from an open recruitment. Half of them joined the Company upon completing the 10-week course, which provided comprehensive training on dubbing procedures and techniques.

PLANS FOR 2017

To further enhance its engagement efforts, the Company will continue to contribute to the community by using our programme resources and pool of artistes. Employees will also be encouraged to take a more active role as volunteers.





The Winter Solstice Food Donation Project



A charity event celebrating 1,000 issues of TVB Weekly



Launch of the TVB Volunteer Team

2016 TVB 大專紀實短片比賽

TVB INTER-COLLEGIATE DOCUMENTARY COMPETITION



TVB Inter-Collegiate Documentary Competition



2016 TVB Inter-Collegiate Documentary Competition



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2016 TVB Inter-Collegiate Documentary Competition